CITY OF MANCHESTER NEW HAMPSHIRE 03101

March 11, 2005

SEALED PROPOSAL INVITATION

IS-0503

NOTICE is hereby given that the City of Manchester will receive sealed proposals in the Office of the Information Systems Department, City of Manchester, State of New Hampshire until two o'clock p.m. (2:00 PM) on Friday, April 22, 2005 for the furnishing of the supplies, materials, equipment, or services, as indicated by the items hereunder listed in accordance with the applicable specifications:

Fire and Police Computer Aided Dispatch and Records Management System

The right is reserved to accept any proposal or any part or parts thereof, or to reject any or all proposals.

Any name appearing on the Comptroller General's list of ineligible contractors for Federally-financed and assisted work is not an eligible Bidder. In addition thereto, a proposal based upon the furnishing of equipment or components thereof, manufactured by such an ineligible contractor, will be ineligible for consideration.

The Contractor will be required to comply with all applicable Equal Employment Opportunity Laws and Regulations.

All proposals are subject to the terms and conditions and specifications set forth in this Sealed Proposal Invitation.

BY: Diane S. Prew

Director, Information Services

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I. GENERAL TERMS AND CONDITIONS

A. Bidder's Conference

Date: Tuesday, March 22, 2005

Time: 1:00 PM

Location: Central Fire Station, 100 Merrimack St Contact: Diane Prew, Director, Information Services

Email: DPrew@ManchesterNH.gov

Phone #: (603) 624-6577 Fax #: (603) 624-6320

Attendance is not mandatory.

So that we may be prepared with answers at the Bidder's Conference, please submit your questions pertaining to the Request For Proposal to the contact person listed above so that they are received at least two business days prior to the conference. If any questions cannot be answered then, or if changes to the Request For Proposal are required, they will be contained in an addendum to be issued as soon as possible following the conference. Verbal questions will also be discussed at this conference. There is no intention to write and issue minutes of the Bidder's Conference. Written questions concerning the meaning of the specifications or terms and conditions of the Invitation may be submitted as specified in Section I. GENERAL TERMS AND CONDITIONS L. Interpretations.

B. Proposals - Where Received

Proposals will be received by the Information Systems Department, City of Manchester, State of New Hampshire, at the place and until the time specified in the Notice and then publicly read aloud for the information of persons submitting proposal and others properly interested who may be present either in person or by representative. NO PROPOSAL WILL BE ACCEPTED AFTER THE TIME AND DATE SPECIFIED.

C. Definitions

The following meanings are attached to the defined words when used herein:

- 1. The word "Department" means the City of Manchester Information Systems Department.
- 2. The word "City" means the City of Manchester, New Hampshire.
- 3. The word "Bidder" means the person, firm, or corporation with whom the Contract is made by carrying out the provisions of this Sealed Invitation and the Contract.
- 4. The word "Contractor" means the person, firm, or corporation with whom the Contract is made by carrying out the provisions of this Sealed Invitation and the Contract.

5. The words "firm price" shall mean a guarantee against price increase during the life of the Contract.

D. <u>Contract Agreement</u>

The Contract Agreement will be in the form customarily employed by the City and will incorporate the following documents in the order of precedence listed:

- 1. This Sealed Proposal Invitation.
- 2. The Contractor's response to the Invitation
- 3. The Contractor's Purchase Agreement

E. Submission of Proposal

Four (4) complete copies and one electronic must be returned to us when submitting a proposal. In addition, sections <u>V. CAD REQUIREMENTS – FIRE AND POLICE</u>, <u>VI. RECORDS MANAGEMENT REQUIREMENTS – FIRE</u>, and <u>VII. RECORDS MANAGEMENT REQUIREMENTS – POLICE</u> must be submitted in electronic format. Strict compliance with the requirements of the Notice, Terms, and Conditions, and the instructions printed on this form is necessary. All designations and prices shall be fully and clearly set forth. All blank spaces in the proposal forms shall be suitably filled in. For the convenience of Bidders, extra sets of proposal forms are available at no cost and on demand, at the Information Systems Department 100 Merrimack St, Manchester, New Hampshire 03101. This document can also be found at http://www.ManchesterNH.gov/CityGov/MIS/BidsProposals.html.

F. Signatures on Proposal Forms

Each proposal must give the full business address of the Bidder and be signed by the Bidder with the usual signature. Proposals by partnerships must be furnished with the full names of all partners and must be signed with the partnership name by one of the members of the partnership or by an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the legal name of the corporation, followed by the State of Incorporation and by the signature and title of the president, secretary or other person duly authorized to bind it in the matter. The name of each person signing shall also be typed or printed below the signature. A proposal by a person who affixes to his signature the word "president", "secretary", "agent", or other title without disclosing his principal may be held to be the proposal of the individual signing. Satisfactory evidence of the authority of the officer signing on behalf of the corporation shall be furnished, and duly sworn to before a Justice of the Peace or Notary Public.

G. Proposal Security

Proposal security, in the form of a proposal bond, deposit of cash, or certified check, or bank cashier's check drawn on a solvent bank, payable to the City in the amount of not less than ten percent (10%) of the total amount of the proposal (before cash discount and/or trade-in if applicable) must accompany each

proposal as a guarantee that if the proposal is accepted a Contract will be entered into. Such proposal deposits of all Bidders will be held by the City until all proposals submitted shall have been canvassed and the proposals have either been rejected in whole or in part or the award of Contract or Contracts has been made. The proposal deposit of the successful Bidder will be held until a Contract is duly executed. Proposal deposits will be returned to unsuccessful Bidders within one (1) week after award of the contract. If the successful Bidder, to whom a Contract shall have been awarded, refuses to execute the Contract and to furnish the performance and payment bonds hereinafter described, within ten (10) working days after award of the Contract, the amount of the proposal deposit shall be forfeited to and retained by the City as liquidated damages for such neglect or refusal.

H. Performance Bond

The successful Bidder will be required to furnish a performance bond to the City in the amount of one hundred percent (100%) of the total amount of the Contract as a guarantee of the faithful performance thereof.

I. <u>Sealed and Marked</u>

Proposals with the required proposal security, must be securely sealed in a suitable envelope, addressed and marked on the outside as follows:

Sealed Proposal Invitation IS - 0503 Information Systems Department 100 Merrimack St Manchester, NH 03101

The City is not responsible for proposals not properly marked.

J. Indemnification and Insurance

- 1. The Contractor agrees to protect, defend, and save the City harmless against any demand for payment for the use of any patented, material, process, article, or device that may enter into the manufacture, construction, or form a part of the work covered by either order or contract.
- 2. The Contractor agrees to defend, indemnify, and save harmless the City from all damages to life and property arising out of the performance of this Contract due to the Contractor's negligence, that of his employees, subcontractors, etc., or due to the negligence of the City of Manchester, NH, their employees, representatives, agents, etc.
- 3. If, in the judgment of the City, any property is needlessly damaged by an act or omission of the Contractor or his employees, servants, or agents, the amount of such damages shall be determined by the City and such amount shall be deducted from any money due the Contractor or may be recovered from said Contractor in actions at law

K. Equal Opportunity - Affirmative Action

- 1. In connection with the execution of the Contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex or national origin. Such actions shall include, but not be limited to, the following: employment upgrading, demotion, or transfer; recruitment, or recruitment advertising; layoff, or termination; rates of pay, or other forms of compensation, and in selections for training, including apprenticeship.
- 2. In connection with the performance of the Contract, the Contractor will cooperate with the City in meeting his commitments and goals with regard to the maximum utilization of minority business enterprises and will use its best efforts to insure that minority business enterprises shall have the maximum practicable opportunity to compete for subcontract work under this Contract.

L. <u>Interpretations</u>

No oral interpretations will be made to any Bidder as to the meaning of the specifications or terms and conditions of the Invitation. Every request for such interpretation or request for a change in the specifications or terms and conditions shall be made in writing and addressed and forwarded to Diane Prew, Director of Information Services, 100 Merrimack Street, Manchester, NH 03101 five (5) or more working days before the date fixed for the opening of proposals. Every interpretation made to a Bidder will be in the form of an Addendum to the Sealed Proposal Invitation which, if issued, will be sent as promptly as practicable to all persons to whom the Proposal Invitations have been issued. All such Addenda shall become a part of the Proposal Invitation.

M. Incomplete Proposals

Proposals which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions may be rejected as informal by the Director of Information Services.

N. <u>Conditional Proposals</u>

Conditional proposals will not be accepted.

O. <u>Alternative Proposals</u>

While it is the desire of the City of Manchester to acquire computer software and any necessary hardware to implement a Public Safety Computer-Aided Dispatch (CAD) and Record Management System (RMS), budget considerations may preclude the implementation of this desire. Therefore, alternative proposals which do not conform to all of the listed specifications may be considered as long as the proposal is listed as an alternative proposal and any deviation from the listed specifications is noted as such.

P. Withdrawal of Proposal

Proposals may be withdrawn upon written or faxed request received from Bidders 5 days prior to the time affixed for opening. Negligence on the part of the Bidder in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened. If any proposal is withdrawn after time and date specified, the Bidder shall forfeit his proposal security as liquidated damages.

Q. Default

In case of default by the Bidder, the City may procure the articles or services from other sources and hold the Bidder responsible for any excess costs occasioned thereby.

R. Guarantees

- 1. The Bidder to whom a Contract is awarded guarantees to the City that all items furnished under this Contract shall be free of defects in design, materials, and workmanship and, for a period of one (1) year after final inspection and acceptance, shall replace promptly any defective equipment, materials, and/or workmanship required without additional cost to the City. If the implementation of a particular function is delayed, the warranty period for that function will not begin until final inspection and acceptance of that function.
- 2. The Bidder to whom a Contract is awarded guarantees to the City that all warranties of merchantability and fitness for a particular purpose as provided for in New Hampshire 382A-2-314 and 2-315 shall remain in full force and effect and are not disclaimed. New Hampshire 383A-2-314 and 2-315 may be found at http://www.gencourt.state.nh.us/rsa/html/XXXIV-A/382-A/382-A-2-314.htm and http://www.gencourt.state.nh.us/rsa/html/XXXIV-A/382-A/382-A-2-315.htm.
- 3. Prior to the expiration of the warranty period, whenever Equipment is shipped for mechanical replacement purpose, the Contractor shall bear all costs, including, but not limited to, costs of packing, transportation, rigging, drayage, and insurance. This warranty shall apply to a replacement machine beginning the first day of its acceptance.

S. Transportation, Installation, Relocation, and Return of Equipment

Quotations should include all charges for delivery, packing, crating, containers, etc. Unless otherwise stated by the Bidder, prices quoted will be considered as being based on delivery and installation, to the destination designated in this Proposal Invitation and to include all delivery and packing charges.

1. Transportation

The Contractor shall prepay the transportation charges. Authorization for the method of transportation shall be furnished by the Contractor prior to shipment. Transportation charges for the shipment of empty packing cases shall be paid by the Contractor. Transportation charges, regardless of point of origin or destination of the equipment, should not exceed the cost of shipment between City location and the location of the Contractor's nearest plant of manufacture. The Contractor shall bear the cost of transportation whenever the equipment is shipped for mechanical replacement purposes unless the replacement was due to the fault or negligence of the City. The Contractor shall pay those rigging and drayage costs incurred at the City location, and shall pay all rigging and drayage costs when the equipment is moved for mechanical replacement purposes.

2. Installation

The Contractor shall furnish such labor as may be necessary for the packing, unpacking, placement of, and installation of Equipment.

3. Relocation

Except in an emergency, Equipment shall not be moved from the general location in which installed, unless the Contractor has been notified that a move is to be made. Upon written notification to the Contractor, Equipment may be transferred from one City location to another without maintenance charges during the period of transfer not to exceed thirty (30) calendar days. The Contractor shall supervise packing, unpacking, relocation of Equipment, and install in good operating condition.

T. Delivery

- 1. The Contractor shall commence the delivery of items contracted for within thirty (30) days of contract signing unless otherwise stated by the Contractor.
- 2. The City, through the Director of Information Services, reserves the right to postpone the delivery date for up to sixty (60) days to allow for any change in operating conditions or for any other cause not now foreseen. In the event the City elects to exercise this right, all prices quoted pursuant to this Proposal Invitation will remain firm, and the City shall incur no additional obligation to the Contractor due to any delay of delivery date ordered by the Director of Information Services.
- 3. The City, through the Director of Information Services, reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.
- 4. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents, and acts of God.

U. Delivery Failure

1. The Contractor shall deliver and install the application software and hardware as agreed upon by the Contractor and the City in writing or in

- default thereof, shall pay to the City liquidated damages of five hundred dollars (\$500.00) per day.
- 2. If the beginning or execution of the work shall be delayed or suspended due to any act or omission of the City, and not by any fault of the Contractor, then the time for completion of the work shall be increased by a period of time equal to the aggregated time, expressed in calendar days or parts of days, during which the beginning or execution of the work has been so delayed or suspended.

V. Proposal Prices

Proposal quotations submitted on the Proposal Forms shall remain firm for a period of ninety (90) days after the time set for the opening of the proposals.

W. Unit Pricing

Prices shall be stated in units of quantities specified. In case of discrepancy in computing the amount of the proposal, the unit prices will govern.

X. Price Reductions

It is understood and agreed that should any price reductions occur between the opening of this proposal and the delivery of any order, the benefit of any such reductions shall be extended to the City.

Y. Method of Payment

- 1. Payment for hardware and system software shall be made in accordance with the following schedule:
 - a) Ninety percent (90%) of net contract price:
 - (1) not earlier than fifteen (15) days nor longer than forty-five (45) days after delivery, installation and acceptance of all contracted items.
 - (2) upon rendering an original and two (2) copies of an itemized invoice.
 - b) Ten percent (10%) of the net contract price:
 - (1) ninety-one (91) days after delivery, installation, and acceptance of all contracted items.
 - (2) upon rendering an original and two (2) copies of the final invoice.
- 2. Application Software: Payment for purchase of (license for) application software shall be made in accordance with the following schedule:
 - a) Fifty percent (50%) of net contract price not earlier than fifteen (15) days nor longer than forty-five (45) days after:
 - (1) delivery of the documentation and a copy of the package.
 - (2) installation and successful operation at City's site.

- (3) Appropriate licensing documentation.
- b) Twenty-five percent (25%) of net contract price within sixty (60) days of installation or upon acceptance by the City, whichever is later;
- c) Twenty-five percent (25%) of net contract price ninety-one (91) days after acceptance by the City.

Z. <u>Discounts</u>

- 1. Cash discounts will be considered when determining the low proposal except when cash discounts hold for a period of less than <u>fifteen (15) days</u>. Cash discounts for payment within a period of less than the above number of days will not be taken into consideration when determining the low proposal.
- 2. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the Contractor is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

AA. Taxes

As the City is exempt from the payment of Federal Excise Taxes, all prices quoted herein are not to include these taxes.

BB. <u>Time of Completion - Penalties</u>

- 1. All delivery times quoted must be firm, FOB destination, City of Manchester, Information Systems Department, 100 Merrimack St, Manchester, New Hampshire, unless otherwise indicated by the City. TIME IS OF THE ESSENCE.
- 2. It is understood and agreed that in the event of failure on the part of the Bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within one hundred twenty (120) days from date of notification
- 3. Should the successful Bidder fail to make delivery or complete the Contract within the time specified, the City, at its option, reserves the right to make the purchase in the open market and charge any excess cost incurred over Contract price to the account of the successful Bidder, who shall pay same forthwith, or assess penalties against the Contractor in accordance with the applicable provisions of the penalty clauses set forth hereinafter.

CC. Evaluation Of Work

To assure compliance with this agreement, the City shall have the right to enter into the contractor's premises during the normal business hours to inspect, monitor, or otherwise evaluate the work performed or being performed therein.

DD. Ownership of Information

The Contractor agrees to abide by the following restrictions regardless of whether or not the information in question is considered public under any applicable Right-To-Know law.

All information acquired by the contractor from the City or from others at the expense of the City in performance of the agreement, shall be and remain the property of the City. All records, data files, computer records, worksheets, deliverable products complete and incomplete, and all other types of information prepared or acquired by the contractor for delivery to the City shall be and remain the property of the City.

The contractor agrees that it will use this information only as required in the performance of this agreement and will not, before or after the completion of this agreement, otherwise use said information, nor copy, nor reproduce the same in any form, except pursuant to the sole written instructions of the City. The contractor further agrees to return said information in whatever form it is maintained by the contractor.

EE. Rights to Submitted Material

All proposal, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by vendors shall become the property of the City when received. Prior to final selection, vendors may be required to submit any additional information, which the City may deem necessary to determine the vendor's qualifications to respond to the RFP. Should any of the information requested by the City be considered by the bidder to be confidential, it should also be stated.

FF. Compliance with Specifications

<u>Unless otherwise clearly stated by the Bidder, the Proposal will be considered as being in strict accordance with the specifications and terms and conditions outlined in this Proposal Invitation</u>. References to a particular trade name, manufacturers' catalogue, or model number, are made for descriptive purposes only to guide the Bidder in interpreting the requirements of the City. They should not be construed as excluding any other types of materials, equipment and supplies. However, the Bidder, if awarded a Contract, will be required to furnish the particular item referred to in the specifications or descriptions unless a departure or substitution is clearly noted and described in the proposal.

GG. Assignment of Work

Assignment of any portion of the work by subcontract must be approved in advance by the Office. Please identify all subcontractors that you intend to use on this project.

HH. Non-Collusion

The Bidder must certify that no official or employee of the City or of the State of New Hampshire, is pecuniarily interested in the proposal or in the Contract which the Bidder offers to execute or in the expected profits to arise therefrom, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.

II. Contracts in which there is Federal Participation

- 1. Any proposed change in the Contract shall be submitted to the Director, Information Services for prior approval.
- 2. No member of or delegate to the Congress of the United States shall be admitted to any share or part of the Contract or to any benefit arising therefrom.
- 3. No member, officer, or employee of the State of New Hampshire, the City of Manchester, NH or Hillsborough County, NH, during his tenure or one (1) year thereafter, shall have any interest, direct or indirect, in the Contract or the proceeds thereof.
- 4. In connection with the execution of the Contract, the Contractor shall not discriminate against employee or applicant for employment because of race, religion, color, sex, or national origin. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment, or recruitment advertising; layoff, or termination; rates of pay, or other forms of compensation; in selections for training, including apprenticeship.
- 5. In connection with the performance of the Contract, the Contractor will cooperate with the Office in meeting its commitments and goals with regard to the maximum utilization of minority business enterprises and will use its best efforts to insure that minority business enterprises shall have the maximum practicable opportunity to compete for subcontract work under this contract.

JJ. Basis of Award of Contract

- 1. The City reserves the right to waive any informalities in proposals and to reject any and all proposals, in whole or in part, and to make awards in a manner deemed in the best interests of the City.
- 2. Proposals will be evaluated and selection made on the basis of demonstrated competence and qualification for the services required at a fair and reasonable price. In addition to price, the following is a partial list of criteria which will be used in the evaluation process:
 - a) functional capabilities of the application

- b) hardware and system software integration
- c) implementation plan
- d) Vendor experience and future commitment
- e) Vendor-provided documentation and training
- f) the ability, capacity, and skill of the Vendor to perform the Contract and provide service required
- g) whether the Bidder can perform the Contract or provide the service promptly, or within the time specified, without delay or interference
- h) the character, integrity, reputation, judgment, experience, and efficiency of the Bidder
- i) the quality of performance of previous contracts or services
- j) the previous and existing compliance by the Bidder with laws and ordinances relating to the Contract or service
- k) the sufficiency of the financial resources and ability of the Bidder to perform the Contract or service
- the ability of the Bidder to provide future maintenance and service for the use of the subject of the Contract
- m) the number and scope of conditions attached to the proposal
- n) the disaster recovery procedures available in case of extended hardware and software failure
- o) the Vendor's responses to items in this request for proposals.

KK. Governing Law

This Contract shall be construed according to the law of the State of New Hampshire.

LL. Statues and Ordinances

The Revised Statutes Annotated of the State of New Hampshire, the Charter of the City of Manchester, and all City Ordinances insofar as they apply to the laws of competitive bidding, contracts, and purchases, are made a part hereof.

MM. Disputes

Any dispute concerning a question of fact arising under this Contract which is not disposed of by agreement shall be decided by the Director of Information Services, who shall cause its discussion to be reduced to writing and shall furnish a copy thereof to the Contractor. The decision of the Director of Information Services shall be final and conclusive unless within ten (10) days from the date of receipt of such copy the Contractor mails or otherwise furnishes to the City a written appeal addressed to the Mayor and Board of Aldermen. The decision of

the Mayor and Board of Aldermen or their duly authorized agent or representative for the determination of such appeal shall be final and conclusive unless determined by the Hillsborough County Superior Court or other court of competent jurisdiction to have been unreasonable. Pending final decision of a dispute hereunder, the Contractor shall proceed diligently with the performance of the Contract and in accordance with the Director of Information Services.

NN. Nonappropriation of Funds

Continuation of this Agreement is contingent upon continued City appropriation of funds. In the event that adequate funds are not so appropriated, the City may cancel this agreement upon giving sixty (60) days written notice. In such event, no penalty of any form shall be levied against the City as a result of such cancellation.

OO. Interpretations

Any interpretations of this contract must be in writing; that is, oral interpretations will have no effect

PP. Survival Beyond Completion

The terms, provisions, representations and warranties contained in this contract shall survive the delivery of the product and the payment of the purchase price.

QQ. Headings Not Controlling

Headings used in this contract are for reference purposes only and shall not be deemed a part of this contract.

RR. Successors and Assigns

- 1. The City and the Contractor each binds themselves, their partners, successor, assigns, and legal representatives to the other party to this Agreement and to the partners, successors, assigns, and legal representatives of such other party with respect to all covenants of this Agreement. The Contractor shall not assign, sublet or transfer his interest in this Agreement without the written consent of the City.
- 2. This Agreement represents the entire and integrated Agreement between the City and Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended only by written instrument signed by both the City and the Contractor.

SS. Severability

1. <u>Compliance</u>:

Each party agrees that it will perform its obligations hereunder in accordance with all applicable laws, rules and regulations now or hereafter in effect.

2. <u>Partial Invalidity</u>:

If any clause, term or provision of this agreement shall be found to be illegal or unenforceable by any court of competent jurisdiction, then, notwithstanding, this agreement shall remain in full force and effect and the remainder of such clause, term or provision shall be enforceable pursuant to the original intent of the parties hereto.

TT. Nonperformance

If the package(s) fail(s) to meet the specifications or fail(s) to perform effectively or uses more hardware facility than anticipated or absorbs more run time than expected, or has results other than those which the City expected, the package may be rejected and this contract may be terminated at the option of the City.

UU. Term of License

The City's right to use the package(s) shall continue in perpetuity.

VV. Future Documentation

In the event that the documentation is changed, upgraded, improved or added to the package without changing the basic functions of the package such documentary change, upgrading, improvement or addition shall be made available to the City whenever it is made available to any other user of the package.

WW. Rights to Future Options

In the event that the package is enhanced, upgraded or improved which changes the function of the package or if options result in enhancement, upgrading of the package resulting in changes to its function by expansion or provisions of additional options and if such options, changes, upgrades and or enhancements are offered to any one of the package users, then such options, changes, upgrades and or enhancements must be offered to the City upon terms that are as favorable to the City as offered to any other user of the package.

XX. Escrow of Source Programs

The Contractor shall deposit the source language/files for all acquired software with a mutually agreed upon Bank as Escrow Agent. In the event of termination of business, as described on page 18, I.AAA, or the Contractor's decision to no longer support the application software, the Escrow Agent, upon delivery to it of a certified copy of the said business termination or decision, will deliver to the City the source language/files with peculiarities documented.

YY. Right to Modify

The City shall have the right to modify the package during the term of the contract. If any such modifications are made, the Contractor is relieved of its agreement of maintenance of the package.

ZZ. Nontaxable as Property

No taxes, (including any construction or interpretations of the terms) shall be added to the contract stated prices. If any such taxes are held to be applicable, they shall be paid by the Contractor.

AAA. Quiet Enjoyment

The City shall be entitled to use the software package with all modifications described hereunder without disturbance, subject only to its obligation to make required payments hereunder. Contractor represents that this agreement is not subject or subordinate to any right of Contractor's creditors, or if such subordination exists, that the agreement or instrument creating the same provides for nondisturbance of the City so long as it shall not be in default hereunder.

BBB. Rights upon Business Termination

- 1. In the event of the termination of business of the Contractor either by voluntary termination, bankruptcy, the commission of an act of bankruptcy which leads to bankruptcy, Chapter XI proceedings, common law or statutory assignment for the benefit of creditors or insolvency proceedings of any nature or description, the City shall be considered owner in fee simple title to the said package without obligation to the Contractor or his successors or assigns and as stated on page 17, <u>I.WW</u>, shall be entitled to the source language without further obligation to the Contractor, his successors or assigns.
- 2. In the event of the termination of business of the Contractor, within the meaning of the preceding paragraph, occurs during a warranty period, the City's payment shall be proportional to the warranty period less the cost of correction of future discovered errors in the package.

CCC. Installation and Support

The Contractor shall provide to the City sufficient assistance in the installation of the package and in any modification of the package required to enable the City to use the package or to adapt the package to the needs of the City or to its operating system or to its peripheral equipment differences so that the package is usable by the City. Such assistance shall be provided and such changes in the package shall be made by the Contractor if potential timing differences or operating practices of the City require such assistance or such changes to render the package usable to the City.

DDD. Right to Reproduce Documentation

The City shall have the right to reproduce all documentation supplied hereunder, provided that such reproduction shall be solely for the use of the City, and that such reproduction shall be subject to the same restrictions on use and disclosure as are contained in this contract with respect to the original documentation.

EEE. Guarantee of Ownership

The Contractor warrants that it is the sole owner of the software and all modifications described hereunder and has full power and authority to grant the rights herein granted without the consent of any other person, organization, corporation, or any other entity recognized by law and will indemnify and hold the City harmless from and against any loss, cost, liability and expense (including but not limited to court costs, all related fees as well as reasonable counsel fees) arising out of any breach or claimed breach of this warranty. During the pendency of any claim against Contractor or the City with respect to Contractor's ownership and/or authority, the City may withhold payment of any sums otherwise required to be paid hereunder. The Contractor shall execute at time of delivery or each portion an affidavit stating his exclusive rights, title and interest to said portion.

FFF. Infringement

The Contractor warrants that the software package, including any modifications and/or customizations that may be added, is original to the Contractor and that neither the base package, modified package, nor any of its elements, nor the use thereof does or will violate or infringe upon any patent, copyright, trade secret or other property right of any other person, and the Contractor will indemnify and hold the City harmless from and against any loss, cost, liability and expenses (including, but not limited to, court costs, all related fees as well as reasonable counsel fees) arising out of any breach or claimed breach of this warranty. During the pendency of any claim against the Contractor or the City with respect to infringement, the City may withhold payment of any sums otherwise required to be paid hereunder and the City may continue to use the modified package as delivered and in the event of any injunction brought against the City on grounds of breach, the Contractor shall post appropriate bond(s).

GGG. Copying

The City reserves the right to copy systems and application software for backup and recovery purposes.

HHH. Audited Financial Information

The Bidder shall provide audited financial information to allow the City to evaluate the Bidder's financial position and stability, such as annual reports, Securities and Exchange Commission ("SEC") Forms 8K, 10K, or 10Q, or other financial reports for the last three years.

II. SCOPE OF SERVICES

The City expects the Contractor to provide the planning, configuration, data conversion, initialization, testing, documentation and training necessary to install the system and move it into fully operational status. The Contractor's implementation plan will outline the steps, precautions, and procedures that will be used to accomplish this goal. The City expects to use and maintain existing systems until the new application is fully installed, initialized, tested, accepted and users are trained.

Describe the scope of services being proposed including the following:

A. Project Management

Describe in detail the project management plan being proposed including the following:

- 1. Proposed amount of onsite versus offsite hours.
- 2. Number and type of onsite meetings.
- 3. Describe the means of tracking and communicating the status of the project including problem status, i.e. secure web site, MS Project, spreadsheets, etc.
- 4. Indicate the skill set recommended for our IT people to have in order to be able to implement the new system.
- 5. Expectations you have of the City.

B. Training and Support

Provide a complete description of the proposed training and available support facilities including the following:

- 1. A proposed training plan shall be included which is calculated to meet the City's needs.
- 2. A brief overview of each course including the course goals and objectives shall be included.
- 3. Two (2) complete sets of both descriptive and technical manuals for the application software shall be included.
- 4. The available telephone support facilities shall be described.
- 5. The online help/support facility, as it relates to the proposed application, shall be included.
- 6. The time interval between new releases.
- 7. Describe your capabilities relative to supporting future Federal or Statewide Homeland Security mandates.

C. Conversion

The City expects that the Contractor shall be responsible for the full conversion and upload of existing data for most options. The City will assist in the identification of available data. The application must be able to use accumulated data from the systems currently in place. The migration path from the existing systems must include any necessary data conversion and importation from current systems to provide views of historical data. The vendor should also include a conversion plan explaining how the agency will convert from the existing system to the proposed system with minimal interruption to the daily activities of the Manchester Police and Fire Departments. Vendors should note that in the PRICE DATA (Conversion), they are asked to separately price data conversion. Estimated range of costs for conversion of each application, if available, and a description of data that would be typically converted.

- 1. The proposal must include data conversion from the following systems:
 - a) Fire
 - (1) GEAC CAD/RMS
 - b) Police
 - (1) CPLIMS CAD/RMS
 - (2) Towing Database (In-house MS Access Database)
 - (3) Pawn Slips (In-house MS Access Database)
 - (4) Internal Affairs (In-house MS Access Database)
 - (5) Personnel Database (In-house MS Access Database)
 - (6) Fieldcard Database (In-house MS Access Database)

III. BACKGROUND INFORMATION

A. City of Manchester

The City of Manchester is located on the Merrimack River in south central New Hampshire, approximately 60 mile north of Boston, MA. It is the largest city north of Boston. It is bordered by the towns of Hooksett, Bedford, Londonderry, Goffstown, Auburn, Litchfield, and Merrimack. The City has a population of 108,150 according to the 2003 report of the New Hampshire Office of State Planning, and occupies a land area of 33.9 square miles.

It is important to understand that the City of Manchester Police and Fire Departments both run a character based CAD system. Neither have any Graphical User Interface tools or options. The keyboard is used for all input into the system. It is important to us not to lose this feature but to add mouse and windows features.

B. Manchester Police Department

The Police Department is currently a licensed-based system, and often the number of licenses can not keep pace with the needs of the department.

The Police Dispatch Center has five operating positions (two call takers, two dispatchers and one supervisor) and handles approximately 100,000 calls for service annually. In addition to the five communication positions, there are two operators that handle incoming phone and walk-in complaints, as well as our Officer In Charge position. Each of the five communications seats has two monitors, one for interactive dispatching and call taking and the second for a status screen. Three positions have a third monitor for touch screen radio control. Additionally, there are three SPOTS PC's for DMV checks etc. The Police Dispatch Center is also equipped with a Mercom Audio Log playback system used to record and play back phone calls, one training PC, and one Fire Department computer to view their activity.

Police has one IBM RISC 6000 which runs CAD, RMS and Mobile applications.

C. Manchester Fire Department

The Fire Dispatch Center which has three operating positions (call taker, dispatch and supervisor) and handles approximately 15 thousand calls for service per year for fire and medical emergencies. Each of the three positions has a PC with dual monitors and a separate PC displaying a truck status screen. We also have three radio consoles one located at each position, which are used to manage radio traffic.

In the current CAD system, alerting signals and status messages are sent across city owned lines (cooper cables and some fiber) through a Zetron Model 26, to companion Zetron Model 6's which then trigger status indicators, station lights, bells, and PA. The CAD system contains an interface for Zetron status changes. A networked PC and dedicated message printers are located in the 13 remote fire stations and one in the police communications center.

Our 911 PSAP located in Concord, NH sends an incident to us via telephone in addition to having a client PC located within Fire Alarm. The frame relay networked PC contains Valor CAD and contains all ANI/ALI and ProQA data for us to use in dispatching the incident once the call is received. The current CAD system does not have an interface for the Valor's CAD 911 system.

The dispatch center also has a Zetron, Model 21D, Instant Recall Telephone Recorder at each position and an Eventide, Model VR320 Digital Audio Logging Recorder which digitally records all emergency calls for both radio and telephone.

The current CAD system connects to a Spectracom Model 8182 Time Receiver. This receiver receives time signals from the WWVB Atomic Clock located at the National Bureau of Standards in Fort Collins, Colorado. The CAD system sends queries to the clock requesting exact time information. This transmission ensures that the CAD clock is synchronized with the atomic clock. The CAD system uses the data from the atomic clock to provide all internal time stamping and time displays.

Fire has two IBM pSeries 615 Models 6E3 which are dedicated to CAD and RMS respectfully.

With the addition of mapping functionality, a large status map display will be needed.

IV. GENERAL INSTRUCTIONS ON VENDOR RESPONSES

Responding to Items in this Section

(Please see Section XIII. PROPOSAL FORMAT):

Vendors shall submit answers to each item in this section describing how their system meets the requirements mentioned in that item, unless the item specifically indicates that no response is needed. Vendors should use the format provided and add explanation details as necessary. The following answer key should be used when responding to the requirements:

Y = This feature is provided.

N =This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - **specify anticipated** release date.

M = Modification would be required at an additional cost - specify estimated cost.

V. <u>CAD REQUIREMENTS – FIRE AND POLICE</u>

The following requirements are for both Police and Fire. Specifics for each department will be broken down accordingly.

Additionally, as Police and Fire will be sharing a CAD system, they will both be required to see only their appropriate dispatched and stacked items. There will be minimal cross viewing of data. Security in this area is imperative.

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Presen	tation and Data Entry						
1.	Provide a response (compliance) code for each, as well as a response illustrating the level of compliance of the proposed solution. The operator (call taker, dispatcher, and supervisor) may input data and interact with the system using the following methods:						
	a) Descriptive forms and dialog boxes						
	b) Efficient use of the mouse and tab keys						
	c) Buttons to select options						
	d) Pull-down and pop-up menus to navigate						
	e) Scroll bars for positioning						
	f) Drop-down lists and combo boxes to make selections						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Presen	tation and Data Entry						
	g) Right mouse button and context menus to select options (the subset of commands for the context menus should be configurable)						
	h) Function keys						
	i) Copy, cut, and paste operations						
	j) Screen icons, on either the dialogs or the map						
	k) Command line interface supporting both positional arguments requiring fewer keystrokes by a user and also non-positional fields using field identifiers						
2.	The system must display a blank event entry dialog to be used to add new events.						
3.	At a minimum, the fields listed below must be provided for recording information about the event. In addition, navigation between fields must be rapid and intuitive.						
	a) Location of the event						
	b) Type of event						
	c) Subtype of the event						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	\boldsymbol{F}	M	Comments
Presen	tation and Data Entry						
	d) Remarks associated with the event						
	e) Name of the caller						
	f) Address of the caller						
	g) Telephone number of the caller						
	h) Source of the call (such as E-911 or 7-digit)						
	i) Priority of the event						
	k) Event service and routing information (such as dispatch group, district, and agency response)						
4.	Dispatch and Call Taking are two different functions.						
5.	The operator must be able to change any field on the event entry dialog before data is accepted, such as changing the incident type to another defined valid type.						
6.	Graphical and other attributes must be configurable, using parameter files to change settings. Configurations must be accomplished using COTS software tools.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Presen	tation and Data Entry						
7.	When inputting call information into a field auto-fill from the initial character strike should be available.						
8.	Text validation is requested along with spell check. Spell check is not required on all entries, however it should be optional based on user preferences.						
9.	Any transaction in CAD should be automatically date and time stamped with an audit trail for every call that has been entered in to CAD.						
10.	Date and time stamps, as well as comments, can not be changed once the call is entered.						
11.	There should be an unlimited amount of comments available for call taking and dispatch functions and are not editable once entered.						
12.	All comments entered through CAD must be immediately available to dispatchers.						
13.	Call For Service (CFS) entry codes are agency defined for command line entry and supports pull down menus and auto fill text features.						

CAD F	Requirements – Fire and Police	Y	N	U	F	M	Comments
Preser	ntation and Data Entry						
14.	CFS codes must be converted from current alphanumeric codes to numeric codes to comply with UCR and NIBRS reporting. Users are not responsible for knowing the UCR and NIBRS codes, and should run behind the scenes.						
15.	Windows will be customizable based on the individual's requirements and will follow each individual call taker and dispatcher. It shall not be dependant on what their function is at that particular shift						
16.	Police currently have screens know as "TX" screens. These screens provide information based on its corresponding code, i.e. TX PD gives all entered police department phone numbers. These screens or their equivalent need to be available with the ability to edit and create these lists based on user permissions.						
17.	Ability to have multiple windows open to perform searches and inquiries without losing the current window or invoking additional licenses or losing what is active in the current dispatch/call taker screen.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Presen	tation and Data Entry						
18.	NCIC and State information populate CAD records with a date and time stamp as well.						
19.	Ability to run multiple queries, to include state motor vehicle and criminal history, from one request.						
20.	Anytime a name and date of birth (DOB) are entered, the system should return any warrants.						
21.	If inputting a plate, the system should return the listing, if it's stolen or not, and license & warrant checks on the registered owner. All information to be added to CAD with date/time stamps.						
22.	Interface with Cardinal Tracking System which would automatically check any license plate entered for a match with the "Boot" or "Scofflaw" list.						
23.	Ability to search from any field or any combination of fields.						
24.	The system shall have ability to identify officers by their last name as opposed to an ID number.						
25.	Ability to issue separate case numbers and incident numbers.						

CAD Requirements – Fire and Police		Y	N	$oldsymbol{U}$	F	M	Comments
Presen	ntation and Data Entry						
26.	Ability to re-open calls using a prior case number.						

CAD Requirements – Fire and Police		Y	N	$oldsymbol{U}$	F	M	Comments
Stacke	d Calls and Status Screens						
27.	Ability for Police and Fire dispatch centers to continue to use a status screen, which will be agency configured and not require any interaction from users. It will update the status dynamically through the day.						
28.	Ability to see all of our stacked calls at all times.						
29.	Stacked calls should change color and state based upon agency requirements. This should be configurable.						
30.	Status updates on units must be agency definable by shift and call for service						
31.	Ability to keep one main status screen for all users. This should be agency definable and easily configured.						
32.	Status Screen should include:						
	a) Case # and or Incident #						
	b) Officer Name ('s)						
	c) Call for Service						
	d) Unit down time & Elapsed time						
	e) Command Code						

CAD R	equirements – Fire and Police	Y	N	U	F	M	Comments
Stacke	d Calls and Status Screens						
	f) Number of callers						
	g) Any additional information (configurable by agency requirements)						
33.	The main status screen should display calls in accordance to priority and location. This will be a configurable based on agency requirements.						
34.	Status screen should also be configurable by each individual.						
35.	Call information should be available by clicking on the item. It should not change the view of the status screen.						
36.	Status screen must update unit status or any trackable condition change immediately based upon agency requirements.						
37.	All units assigned to a dispatch group must be displayed within a status dialog for the workstation(s) assigned to that group.						
38.	The system should support dynamic lists within the unit status dialogs and provide the capability to display more than one unit per line and to allow more units to be displayed.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Stacked Calls and Status Screens							
39.	The following are additional requirements for dynamic lists within unit status dialogs:						
	a) Multiple instances of unit status dialogs should have separate selection and sorting criteria						
	b) Multiple status dialogs should be color-coded based on status						
	c) Timers based on status should be supported using multiple status dialogs						
40.	The system should be capable of displaying unit data for those not under the operators direct control, so that an operator may query information about those units.						
41.	The system must allow the operator to interactively sort the status dialog by items such as unit identification, location, or status.						
42.	A unit's status must be indicated on the associated map screen by the same color used on the unit status dialog. The map screen must also display the unit number and use an icon to indicate the type of unit						

CAD Requirements – Fire and Police		Y	N	\boldsymbol{U}	F	M	Comments
Stacked Calls and Status Screens							
43.	The system must have the capability for the operator to manually move unit/event symbols on the map display						
44.	When a unit's status is changed to "arrived", the unit symbol must be automatically placed at the location of the event on the map screen, provided the event location was verified at creation. The symbol remains there until moved or removed by another command.						
45.	To provide agency-unique timers, customer-defined timers must be provided for events. An alert field on the status monitor must give a visual alarm when a status timer expires.						
46.	The system must provide a command to change the location of a unit within the event. The command must be date/time/operator-stamped as a status change.						
CAD Requirements – Fire and Police		Y	N	U	F	M	Comments
Geo Validation and Location Determination							

CAD Requirements – Fire and Police		Y	N	$oldsymbol{U}$	F	M	Comments
Geo Validation and Location Determination							
47.	All addresses may be verified off of the City of Manchester GIS maps.						
48.	If one of the two streets in an intersection entry is invalid, CAD must supply all streets intersecting with the correct street that starts with the first letter of the incorrect entry.						
49.	CAD must give suggested units for each call based on location/route and CFS.						
50.	If address has no soundex alternatives, automatic alpha list must be supplied						
51.	CAD should allow for entering business names instead of exact addresses. If more than one common name exists, system shall prompt selection from all available choices.						
52.	The location of an incident may be entered on the event entry screen by street address (including street number, street prefix, street type, street name, street suffix, and area).						
53.	The location of an incident may be entered on the event entry screen by intersecting streets.						

CAD	Requirements – Fire and Police	Y	N	U	F	M	Comments
Geo V	Geo Validation and Location Determination						
54.	The location of an incident may be entered on the event entry screen by commonplace name.						
55.	The location of an incident may be entered on the event entry screen upon receipt of a call based on an alarm. The system should handle these calls as "special addresses". For example, if a call is received from a third party in response to an alarm in that location, the system should be able to resolve the location.						
56.	The location of an incident may be entered on the event entry screen by pointing to a location on the map screen with the mouse. The location can be either a street segment or a map feature, such as a symbol representing a hospital.						
57.	The location of an incident must automatically be determined to be valid or invalid, by searching the CAD database. The operator must be able to manually verify the location prior to, or without creating an event.						

CAD I	CAD Requirements – Fire and Police		N	U	F	M	Comments
Geo V	alidation and Location Determination						
58.	Comments may be added after the location data to further describe the actual location. These comments must be separated from the address by some type of delimiter and must not affect location validation.						
59.	Separate data entry fields must be provided for Automatic Location Information about the caller and the location of the incident, allowing the caller to report an incident at another location.						
60.	A location validation function must search the CAD database for the location, as entered on the event entry dialog, to make sure it is valid. The operator must be able to manually verify the location prior to, or without creating an event.						
61.	The operator will be able to override a failed location verification. Each time an operator is required to override to enter an address, an entry will be recorded in the database for administration reporting purposes as to which address(es) failed to verify.						
62.	The location verification process must perform the following functions:						

CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Geo Validation and Location Determination						
a) Attempt to find an exact match for the location as entered.						
b) Display a list of possible matches if an exact match is not found, and allow the operator to select the correct choice from the list. This list must be based on a "Soundex" search of the street name or commonplace name and must allow for address parsing.						
c) Fill in the location field on the event entry dialog with the selected location, spelled correctly.						
d) Allow for the display on a graphic map of an indicator pointing to the verified location. The map must be positioned to show the location. The field of view for the map shall be user-configurable by workstation (area and level of detail) and show all other events and active units that fall within this field of view.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Geo V	Geo Validation and Location Determination						
63.	Each time an event address is accepted into the system, the presence of any data that may be associated with the address must be retrieved and visually indicated. This information may reference previous call history, hazardous materials, special instructions, wanted parties, graphic floor plans, drawings, or other information.						
64.	The dispatcher must be able to recall this related information with a single command. If an operator views this data, that action will be recorded in the chronology of the event.						
65.	The operator should be able to add a remark to recalled location information when the information is related to a special situation associated with the location.						
66.	Hazard data retrieved during location information look up will include hazards created for the specific address or hazards created for the area in which the address is located.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Locati	ing Resources						
67.	The operator must be able to find personnel by name, whether they are signed onto workstations or assigned to units. The command must also display any special skills of the individual.						
68.	The operator must be able to display a list of all operators. The list should show whether the operators are logged on or not logged on. The function should assist the operator is determining operator skill(s) as well as the specific workstation assigned.						
69.	The system should provide the operator with the ability to look up employee information based on employee ID.						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Locati	ng Information						
70.	System should have the ability to create and enter information in a scratch pad type file. The information should be maintainable by category or subject.						
71.	The operator should have the capability to recall information stored in a scratch pad when needed.						
72.	The operator should have the capability to attach a file to a scratch pad entry, such as a file created using a word processor.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology							
73.	During the event creation process, if the operator attempts to create an event for an agency/dispatch group that has no dispatchers logged on for that agency/group, the system should provide the ability to allow the operator to select from a list of valid dispatch groups. The selection process should allow the operator to select among valid agency/dispatch groups that have dispatchers active.						
74.	The system must detect and display a list of active events in the vicinity of a current call. This display must occur automatically after a location is verified, but prior to event acceptance into the system. This screen must also be available by invoking a separate command. The operator must be able to review (drill-down to) the details of the active events from the list.						

CAD R	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Transf	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
75.	The system must generate a list of near-by calls for a specified radius surrounding the event. The near-by calls must also be graphically displayed on the map screen. The area (range or radius) the window displays should be configurable based on geographic location. Also, the nearby event radius and special situation look up range should be configurable based on either event type or geographic area.						
76.	The system must allow the operator to identify which event from the nearby list is a duplicate of the call being entered. All of the duplicate call information entered must be appended automatically to the original event.						
77.	There must be a command that can cross-reference an event to a duplicate event. The duplicate event must be canceled, the original event must remain active, and both event history records must be marked accordingly. Both records must be available for future reference.						

CAD .	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Trans	Caking and Event Creation, Entry, fer, Pending, Priority, Unit nmendation and Chronology						
78.	The system must allow an operator to cross-reference one or more events to an event record. An inquiry into any one of the cross-referenced events will produce a list of all the cross-referenced events.						
79.	During event entry, the operator must be able to set aside an incomplete event in order to take a higher priority call. The set aside event must be held until it is retrieved from the stack. Other positions must also be allowed to retrieve the event. No loss of information must occur during this process.						
80.	There must be a timer associated with "set aside events" so that the operator and the appropriate supervisor are notified should an event exceed the determined value.						
81.	A call taker must be able to enter a "hot call" with minimal information (location and event type), send it to the dispatcher, then continue updating the call with the additional emergency information. The dispatcher will then be informed of the updated information.						

CAD I	Requirements – Fire and Police	Y	N	U	F	М	Comments
Trans	aking and Event Creation, Entry, fer, Pending, Priority, Unit nmendation and Chronology						
82.	The user must be able to transfer an event to another dispatch group. The new dispatcher must then have control of the event and all units assigned to that event.						
83.	The system should support the capability to "loan" a unit to another dispatch group. Units assigned to another dispatcher must either be returned to their regularly assigned dispatcher after clearing from the event or stay permanently in the new dispatch group.						
84.	The system must give a visual and/or audible indication to the dispatcher(s) each time a new event is routed to that workstation or group. The indicator must remain until the dispatcher displays the new event. (Note: If two dispatchers get the event, the event will be new for each of them until each reads that event on their own workstation).						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Transf	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
85.	The dispatcher's screens must display a list of pending events (events not yet dispatched) showing, at a minimum, the event location, type, priority, event number, status, and number of minutes in its current status. A visual indicator must also be provided to indicate that an event has exceeded the predetermined time in its current status. An event will be removed from the pending list when it is dispatched, canceled, or transferred to another workstation.						
86.	When a dispatcher selects an event from either the pending events display or the unit/events display, the event data will be displayed in the Dispatcher's main form and will not require the use of a separate window for processing the event.						
87.	The order of pending events must be user-definable.						

CAD I	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Trans	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
88.	The system must allow events in the pending list to be held for a specific time and/or for a specified unit. Once the conditions of the hold are met (time is reached or the unit is available), the event must be placed in its proper place in the pending list						
89.	Events in the pending list must be color-coded based on status.						
90.	Events in the pending list must have a pre- established alphanumeric status code to indicate the following:						
	a) New event/not reviewed						
	b) Reviewed/still pending						
	c) Held for unit and/or specific time						
	d) Agreed response events						
	e) Station Alert						
91.	The color status used in the pending queue should be the same as the event icon color on the interactive map display.						

CAD I	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Trans	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
92.	An emergency event function must be provided to automatically raise an event to the highest priority and place a pop-up dialog notifying the appropriate workstation(s) of the emergency.						
93.	The system must automatically assign a priority to each new event. Default and manually entered priorities and agency definitions related to the selected incident must be displayed on the event entry dialog.						
94.	The event priority must be based on the event type and agency identification.						
95.	In multi-agency settings, each agency must be able to assign a unique priority to the same event type.						
96.	The operator may elevate or lower the assigned priority of any event.						
97.	The system must recommend units to be dispatched for selected events based on the following information:						
	a) Location of event						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Trans	Taking and Event Creation, Entry, fer, Pending, Priority, Unit nmendation and Chronology						
	b) Status of unit						
	c) Type of event						
	d) Priority of event						
	e) Type of agency						
	f) Unit's assigned area						
	g) Type of unit						
	h) Response list						
98.	The system must be configurable to allow only available units to be recommended or to allow all units to be considered for recommendation. The system should be able to recommend based on priority of assigned event and status of unit.						
99.	A single command must be available to dispatch all recommended units to the event.						
100.	The system must allow the operator to dispatch the total recommendation, to accept only selected units, or to override the entire recommendation.						

CAD R	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Transf	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
101.	The system must be capable of providing location-specific recommendations for all event types, as well as the default recommendations described above.						
102.	Location-specific recommendations must be user-defined to exact address and/or geographic area and must allow for the recommendation of a unique number, combination, or unit response order.						
103.	A command must be available to allow the dispatcher to recommend units with particular characteristics to fill specific incident requirements. The dispatcher specifies special attributes, such as skills and equipment, when the command is issued.						
104.	The system should also provide the capability to establish response lists so that when the operator asks for the recommendation, the system will automatically recommend a response. For example, events defined as requiring 2-units manned with individuals that are CPR-certified.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Trans	Caking and Event Creation, Entry, fer, Pending, Priority, Unit nmendation and Chronology						
105.	The system must allow for recommendation of the unit closest to the event by actual travel distance not "as the crow flies".						
106.	The system must be able to increment the alarm level of an event and recommend units to respond to the greater alarm.						
107.	The system must be able to respond properly based on event type, location, and type of location. For example, there must be a greater automatic or recommended response for a fire at a school than for a fire at a 1-unit residence.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Trans	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
108.	The system must provide an Estimated Time of Arrival (ETA) for lower priority calls (user-definable) when the call is entered. The ETA must be based on a historical performance of similar calls (ETA may or may not be given to the caller). A table must be provided to allow all ETA calculations to be loaded. If the ETA is exceeded, the system must generate a message to the controlling workstation, notifying the operator (the operator may or may not advise the caller that the ETA has been exceeded). The operator should then be able to send a message to the call taker to initiate a callback. ETA determination should consider current workload and officer activity including pending calls and availability.						

CAD R	Requirements – Fire and Police	Y	N	U	F	М	Comments
Transf	aking and Event Creation, Entry, fer, Pending, Priority, Unit mendation and Chronology						
109.	The operator must have the ability to establish an agreed-upon response time to an event at the time of entry. In this case, this response time will override ETA calculations made by the system. System prompts will then be based on the agreed-upon response rather than the standard ETA.						
110.	A method must be available to enter radio broadcast information, disseminate it to all dispatch positions, associate it with an event, and later recall it with a search form.						
111.	A command must be available to indicate that broadcast information exists concerning an event and that the event is being held for later dispatch or cancellation. This activity must be written to the event history record.						
112.	The system must provide a method of defining multiple situation and resource specific deployment schemes or plans.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Transf	aking and Event Creation, Entry, fer, Pending, Priority, Unit mendation and Chronology						
113.	The dispatcher or supervisor shall be able to cancel events, with the reason for cancellation duly noted in the event history record.						
114.	A call taker workstation may request the cancellation of an event. This request must be automatically sent to the assigned dispatcher for cancellation.						
115.	Supervisors must be able to revoke a cancellation request.						
116.	The operator should have the ability to select a disposition code for canceled events if desired.						
117.	Closed events may be reopened and handled in the same manner as new events.						
118.	The system should provide the capability to display supplemental information related to events, such as person, vehicle, property, contact information, and towing information.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Trans	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
119.	The system should provide the capability to automatically display supplemental information.						
120.	The operator should be able to turn on or turn off the automatic display of supplemental information.						
121.	The system should provide the capability to configure which supplemental information will cause the dialog box to display automatically.						
122.	A command must be available to log an event into the system for historical purposes, even if the event requires neither a field response nor a written report.						
123.	Operators must be automatically notified visually and, as an option, audibly each time an event they are controlling is updated.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Trans	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
124.	"Pop-up" supplemental data entry dialogs with on-line search capabilities for suspect, vehicle, and property description information must be provided as part of the system. This information must also be made a permanent part of the event record. The individual data fields and the order of entry must be user-definable.						
125.	The system must allow the dispatcher to enter a "situation found" code into the event record after being advised by the responding unit that the event is not of the original type dispatched. The new "situation found" must be appended to the event record, but must not change the event type entered.						
126.	The system must provide a command to mark "fire under control". Use of this command will update the event history record with the time, date, operator identification, and position. This label should allow for text changes to accommodate other uses.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Transf	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
127.	A command must be available to cross reference two or more events.						
128.	Call timers should time stamp every action taken in the handling of a call.						
129.	Call Taker screen must have an unlimited text field for comments. All comments entered must have an audit trail of date, time and user who entered them.						
130.	The system should be able to schedule calls for future dispatch (i.e. Parades, funerals, fairs, etc.) and assign to a specific unit.						
131.	The system should be able to dispatch a list of all scheduled calls.						
132.	The icons used on the map should be agency definable.						
133.	The system must be able to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and then switched with the second unit.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Transf	Call Taking and Event Creation, Entry, Transfer, Pending, Priority, Unit Recommendation and Chronology						
134.	Call takers should have the ability to add more than one complainant. This should display on the dispatch screen. The added complainant should show up in a manner to the dispatcher that is user definable (blinking/different color etc.)						
135.	As calls are entered any potential associated call must be made known to the Call Taker/Dispatcher.						
136.	The following information must be maintained with each CFS/event:						
	a) NCIC Responses						
	b) All Known Associated Persons						
	c) Special Response Information						
	d) Unit Recommendation						
	e) All Associated Vehicles.						
137.	The system should allow a CFS to be canceled prior to dispatching it, recording the activity in history.						

CAD R	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Dispate	Dispatching and Control Functions						
138.	System must support multi agency dispatch.						
139.	When units are dispatched, the system must take the following actions:						
	a) Remove the event from the pending list.						
	b) Update the event history record.						
	c) Update the appropriate unit history record(s).						
	d) Update the status of the dispatched units on the status dialog and in the map window (all maps windows if multiples are displayed).						
	e) Start the status timer for the associated unit(s).						
140.	A command must be available to assign primary unit and primary member for a unit. The CAD system should provide the capability for the operator to modify these fields in the event.						

CAD Requirements – Fire and Police		Y	N	$oldsymbol{U}$	F	M	Comments
Dispate	ching and Control Functions						
141.	A command must be available to dispatch a pre-defined group of units (such as a task force) as a single entity. This command must display status, location, and information that may affect the decision to dispatch all units assigned to the task force. The operator must also be provided with a list of all task forces defined in the system.						
142.	The system must support the assignment of multiple events per unit, particularly in cases where several events may overlap. For example, in instances where the unit is to be used more for transporting rather than for emergencies.						
143.	The system should include the following functionality in making unit recommendations for an event:						
	a) Take into account units already assigned to an event.						
	b) Allow alarm levels to be skipped when recommending units.						
	c) Provide a means for dispatchers to look ahead to a greater alarm level to see the balance of units that would be needed for that alarm level.						

CAD Requirements – Fire and Police	Y	N	U	F	М	Comments
Dispatching and Control Functions						
d) Increase the information fed back to the dispatcher to help clarify why each unit was recommended.						
e) Add comments to the event detailing which units were recommended and which unit classifications, if any, were not filled.						
f) Add the ability to define unit classifications which call for specific unit IDs or Stations Ids.						
g) Add a comment field specific to each response list and support double clicking in the comments on the dialog to launch viewer applications if the comment contains a file name.						
h) Support a method for recommending units by giving distance to event or beat order precedence over unit classification row order; method used should be selectable when the unit classification is defined.						

CAD R	CAD Requirements – Fire and Police		N	\boldsymbol{U}	F	M	Comments
Dispate	ching and Control Functions						
	i) Support an option to recommend units regardless of their current assignment (useful when not enough units are available for a critical event).						
144.	The system must provide commands to support the following unit control functions:						
	a) Place a unit enroute to the scene.						
	b) Pre-empt a unit from an assigned event.						
	c) Place a unit on the scene of an event.						
	d) Clear a single unit from the scene.						
	e) Clear all units from the same event.						
	f) Allow a unit to be available on the scene.						
	g) Allow a unit to be unassigned and unavailable for recommendation.						
	h) Place the unit available on foot patrol or bike patrol.						
	i) Place the unit available on pager.						

CAD Red	quirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments
Dispatch	ning and Control Functions						
	j) Place the unit available on a mobile data terminal (MDT).						
	k) Place the unit available in quarters.						
	l) Place an emergency medical services (EMS) unit available as a first responder only.						
	m) Place an EMS unit available for emergencies only.						
	n) Denote that a unit is transporting from one location to another.						
	o) Assign a unit(s) to back up or assist another unit, enroute or on the scene.						
	p) Place a unit out-of-service when it is unavailable on an activity not defined as an event.						
	q) Transfer the control of a unit from one dispatch group to another.						
	r) Transfer the control of a unit among agencies.						
	s) Log units on and off the system.						
	t) Log groups of units on and off the system.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispate	ching and Control Functions						
	u) Allow one unit to cover the assigned area of another unit.						
	v) Add or change information about a unit.						
	w) Warn the dispatcher automatically of any information related to a unit that may impact the unit's utilization.						
	x) Allow a unit to report an event to the dispatcher and assign itself to that event (unit-initiated event).						
	y) Provide a visual alarm indicator when a unit's status has not changed within a predefined time. The dispatcher must have the ability to reset this timer.						
	z) Allow two units to exchange their status with a single command.						
	aa) Relocate available units from one geographic position or location (for example, station) to another.						
	bb) Relocate moved units back to their station.						
	cc) Display relocated units.						

CAD R	equirements – Fire and Police	Y	N	U	F	M	Comments
Dispato	ching and Control Functions						
	dd) Recommend units for a greater alarm level.						
	ee) Allow a disposition code to be added to an event.						
	ff) Allow a unit to be put in a "special contact" status.						
	gg) Allow a unit to be placed in a status with a third party in the unit.						
	hh) Allow the operator to record a unit status of acknowledge and set a timer for the status.						
	ii) Support configurable status codes that will allow the operator to change the unit status.						
145.	The system should support existing agency codes i.e. Calls for Service, Disposition etc.						
146.	The ability to review all comments for active calls and add new comments that are date and time stamped.						
147.	Ability for more than one person to simultaneously operate each of the CAD formats.						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments
Dispate	ching and Control Functions						
148.	View call logs and history without closing or losing entry information.						
149.	If the system goes down, can calls be entered once the system resumes?						
150.	Flags & Hazard notification from main dispatch screen must be automatic.						
151.	Flag and Hazard notification must be user configurable.						
152.	CAD must report premise history upon receiving a verified address or validated area such as Union/Hanover.						
153.	Notification of past activity must accompany an address for 24 hours or as defined by our agency.						
154.	The ability to do a perimeter search of flags and hazards from a particular address or street intersection. The radius of the search must be user configurable.						
155.	Flags and hazards must also show not only the single apartment, but the those in the entire building.						
156.	Flags and hazards must also be user definable on the fly.						

CAD I	Requirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments
Dispat	ching and Control Functions						
157.	Ability to review certain fire hazards such as flammable materials in basements etc. Fire must also be able to view flags such as dogs, firearms etc. This should be agency definable.						
158.	Flags and hazards must also be available from our maps.						
159.	Perimeter flag and hazards searches would be helpful from our maps.						
160.	Flags and hazard should have an option for expiration dates.						
161.	Flags can be different for each location based on whether the location is searched by address or business name. i.e. The Mall.						
	When the address is entered i.e. The Mall, all the flags located at that specific address need to be displayed, and show which store they belong too. i.e. The Mall: Hazard: Tom Jones – trespass for JCPenney, not just Tom Jones – Trespass						
162.	We need an unlimited text field for Hazards and flags.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispate	ching and Control Functions						
163.	Flags and Hazards should be linked to names as well as location, i.e. 123 Smith Rd, Jon Jones has a gun. This should be easily searchable for either Jon Jones or 123 Smith Rd.						
164.	Need to be able to see all contact for a given address.						
165.	Need to be able to see all contact for a given person.						
166.	The ability to assign detail officers by badge number or call sign and have the ability to view them on the status screen.						
167.	Auto-populate badge number or call sign based on officer.						
168.	Dispatcher needs the ability to update a unit via command line or single mouse click						
169.	Each entry should expand a window for structure input of related information						
170.	The flow of entry is important. Each entry must flow as to call information and should be configurable according to each individual user.						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispat	ching and Control Functions						
171.	When the dispatcher updates a call, each window should expand with all available fields.						
172.	Each entry should be date and time stamped and have the user that updated the call with an audit trail.						
173.	Dispatcher can create an officer-initiated event.						
174.	Dispatcher will have the ability to place a new shift on duty without affecting any of our mobile applications or affecting current staff on duty.						
175.	Dispatcher shall have the ability to assign new prime unit and/or disposition.						
176.	Dispatcher will be immediately notified when a call taker or other updates a call. This notification shall be user definable.						
177.	When updating or adding data to an existing call for service an audit trail must accompany entry						
178.	Locate a call for service using a call number.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispate	ching and Control Functions						
179.	Dispatcher must have the ability to locate the most recent Call for Service for a given patrol unit after the unit has cleared.						
180.	Dispatcher should have the ability to assign more than one officer to a patrol unit.						
181.	When reviewing calls, calls entered with common name must have the real address display with the common name.						
182.	Updating unit status should be a simple one click entry and follow our existing command codes						
183.	The CAD format should be capable of displaying windows that supply the dispatcher with additional information without losing their current dispatch entry screen. This feature should be based on agency requirements						
184.	CAD must keep, display and update the elapsed time on all units, and calls waiting for service. This must be done automatically based on agency requirements.						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispat	ching and Control Functions						
185.	CAD must have the ability to accommodate for special units that will always be considered "on-duty" (Detectives, traffic, Lieutenants, etc These units never have to be placed "on-duty" in order to be dispatched but can be used if needed.						
186.	CAD should accommodate these special units and should only appear when on a call or out of service. I.E. Direct patrol, special detail, etc.						
187.	CAD inquiries should be available from the dispatch function to include but not limited to:						
	a) Call log						
	b) Unit history review						
	c) Call detail						
	d) Names						
	e) Known persons						
	f) Warrants						
	g) Property						
	h) Personnel schedules						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	$\boldsymbol{\mathit{F}}$	M	Comments
Dispato	ching and Control Functions						
	i) Personnel emergency information						
	j) Broadcast messages						
	k) Communication Log						
	l) Haz-mat						
188.	Certain Calls for Service will not be assigned case numbers, instead they will just use an incident number. A short narrative should be available for comments on the call for research purposes.						
189.	Traffic stops will not generate case numbers, unless there is a pre-defined disposition such as an arrest, however, they must still check the vehicle file and be entered in the unit history file and plate file.						
190.	CAD should accommodate the ability to change primary unit and assign backup units.						
191.	Units on a call must have the ability to remain on the call and assign multiple calls for that unit, i.e. En route to HQ to do an arrest report and then make a traffic stop.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispate	ching and Control Functions						
192.	Units not on a call must have the ability to be made unavailable for dispatch while remaining on duty.						
193.	Assigned units to a call must have the ability to be preempted, and have the call return to the calls waiting for service stack or reassigned to another unit.						
194.	Unit timers will work independently of call timers.						
195.	When a vehicle plate is verified, all history on that plate must appear automatically including broadcasts and vehicle flags.						
196.	CAD must report persons with warrants that live at or are associated with the dispatched location.						
197.	When the Calls for service involve an alarm, registered alarm information must automatically be available to the dispatcher.						
198.	High priority calls not responded to by a dispatcher in a user defined number of seconds needs to generate an alarm, based upon agency requirements.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Dispat	ching and Control Functions						
199.	Priority calls based on our requirements will either show as a different color or blink. This will be configurable by our agency.						
200.	Need the ability to create case numbers based on changes made to original incident number.						
201.	When verifying a person, the system should check in house records, as well as NCIC and State databases available. This should be done either with a check box option or pull down menu returning the picture to the dispatcher's screen.						
202.	Master Name Index should be cross-checked automatically when entering a person's name and date of birth to eliminate duplicates. If a duplicate occurs, an easy merge step should be included and all information should transfer over to the correct MNI. An Audit trail must accompany that merge.						
203.	Photos should have the ability to appear on any screen in dispatch as long as one is attached to a persons name index.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Dispat	ching and Control Functions						
204.	Ability for a user to lock their screen in case they need to move to another position. By locking their screen it will allow another user to log on to that computer and have their own settings appear. When all users return to their initial spots, they should be able to return to their last know screen easily.						
205.	Users also need multiple log-in.						
206.	Separate field for first and last name field, as well as a business name field.						
207.	CAD should default the disposition codes according to CFS types with ability to be easily over-ridden and changed once the call has been cleared with an audit trail.						
208.	CAD should allow for multiple searches of incidents based on and combination of fields, IE location / geocode / Officer / date / CFS.						
209.	Ability to preempt units on a call.						
210.	Contact information for addresses needs to be time/date stamped for dispatch to see how old the information is.						

CAD F	CAD Requirements – Fire and Police		N	U	F	M	Comments
Dispat	ching and Control Functions						
211.	Ability to find all business or apartments for a given address (i.e., our Mall has about 80 business and all stores need to display or have the ability to display.) If the store or apartment number is not there, does the ability to over-ride system and enter it exist?						
212.	Currently, when a vehicle is "red-tagged (given 24-hours notice to move)" by an officer, information is hand-written into a "red-tag" book. Can the system prompt the dispatcher (before clearing the call) on an abandoned vehicle call for service to "ask" if the vehicle was red-tagged or not so reports can be run on all vehicles that were red-tagged?						

CAD I	CAD Requirements – Fire and Police		N	U	F	M	Comments
CAD I	CAD Inquiries						
213.	The CAD system must be able to display event data by specifying criteria about the event, when the event number is unknown (such as time and date, type, reporting area, and/or location).						
214.	The CAD system must be able to retrieve the history of an event, showing an audit trail of all entries with date and time stamps generated during event processing.						
215.	The CAD system must be able to display a summary list of all events by agency, dispatch group, active/pending, priority, and event type.						
216.	The CAD system must be able to display the history of a unit for a specific date or time range.						
217.	The CAD system must be able to display a "snapshot" summary of all logged-on units.						
218.	The CAD system must be able to search the database for a specified type of equipment and display all units that contain that equipment.						

CAD I	Requirements – Fire and Police	Y	N	U	F	М	Comments
CAD	Inquiries						
219.	Complex searches and queries (such as unit histories, event summaries, and unit summaries) must occur in parallel to normal workstation processing, such as call taking, dispatching, and supervisory functions, and be performed at a low enough priority to not impact the operator's workstation while performing any other tasks.						
220.	The database system must be open, widely used, be based on the relational data model that provides for standard SQL access, be ODBC-compliant, and not proprietary to a single hardware platform or operating system.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Admin	istrative Reporting Functions						
221.	Report for total number of calls per hour of the day or predetermined blocks of time.						
222.	Report showing the amount of time individuals were logged onto the system.						
223.	Report showing operators by "position assignment" for a specified time period.						
224.	An error log, showing position, time, date, and operator identification, for invalid logon or password attempts or for insufficient security access to the terminal.						
225.	Report of number of events in the system by priority for the specified time period.						
226.	Report of number of events by source, time of day, and day of week.						
227.	Report of number of events by operator and source.						
228.	Report of average response time by agency and hour of day.						
229.	Report of total number of calls by agency and event type for the specified time period.						

CAD I	CAD Requirements – Fire and Police		N	U	F	M	Comments
Admir	nistrative Reporting Functions						
230.	Report of the history of an officer's CAD-related activity for a specified date.						
231.	Report of the history of a CAD operator's activity, showing time logged on and off and positions worked.						
232.	Report of CAD system status changes that cannot be associated with specific events or units. These system history changes must include CAD operator sign on/off and unit and group log on/off.						
233.	Report data and associated time factors based on event types selected by the operator for study.						
234.	In addition to the above reports, the system must provide the ability to easily generate ad hoc reports on any information included in system. This reporting system must be able to graphically display report results and must include the ability to generate map-based reports. The report output must be capable of being "cut and pasted" into standard office automation products that comply with OLE and must be able to be sent via e-mail.						

CAD I	CAD Requirements – Fire and Police		N	U	F	M	Comments
Admir	Administrative Reporting Functions						
235.	The system must provide a "snapshot" of resource deployment (dispatch, event, and unit status) surrounding a particular event or time period. This is to assist in training, debriefings, or investigation.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow R	Tow Rotation Functionality						
236.	Currently the Police Department uses MS Access to track and maintain a tow rotation. Tow rotation is based on a contract that the tow companies agree to. (See XII. GENERAL EXHIBITS, A. CITY OF MANCHESTER TOWING CONTRACT.) Can the system track and log every tow that is done, whether it is contract, abandoned or private?						
237.	Towing options should be available from the call taker and dispatch screens.						
238.	Company list should include tow company, address and up to three contact numbers, and an equipment list shall be mandatory on all towing screens.						
239.	When a tow is entered, in-house database for flags as well as State & NCIC checks for stolen vehicles should be automatically checked.						
240.	Can the system interface with Cardinal Tracking in order that any vehicle entered is automatically checked for being on the "boot list"?						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow R	otation Functionality						
241.	Tow rotation should have the ability to be re-set based on rules of the contract.						
242.	The Plate or VIN field should be a mandatory field, but if the information is not available, and explanation field should be mandatory.						
243.	Each tow entry should be date and time stamped.						
244.	In addition to the date and time stamp there needs to be a date and time field for when the vehicle was towed.						
245.	Tow log and the CAD system are integrated so that if vehicle stopped has been towed, Dispatch can easily view this information.						
246.	On the Dispatch screen there should be an option for a tow, whether it be a check box or pull down selection.						
247.	When the tow option is selected, there needs to be three categories of tows: Contract, Abandoned, and Private. Each must have their own set of options that show up when one of the three are selected.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow R	otation Functionality						
248.	Vehicle Year, Make, Model, Color, State, Plate, Plate Type and Vin shall be fields common to all three types of Ttw.						
249.	Private tows will issue an incident number.						
250.	Abandon vehicle tow will issue a case number.						
251.	Contract tows will have a corresponding case number, when dispatch is notified that the vehicle needs to be towed for an accident etc.						
252.	Private tow reasons to include but not limit to:						
	a) Private						
	b) Repossession						
	c) Miscellaneous						
253.	Private tows will have a mandatory time towed and date towed as they may differ from the time the entry is made						
254.	Location and comment field shall also be available for private tows.						
255.	Contract tow reasons to include but not limit to:						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow R	otation Functionality						
	a) Impounded						
	b) Accident						
	c) Arrested						
	d) Stolen						
	e) Blocking road/Misc/Hazard						
	f) Booted						
	g) Owner Notified						
	h) Snow Emergency						
	i) Unregistered						
	j) Misuse of plates						
	k) Violation						
	l) No Parking Zone						
	m) Ability to check more than one reason.						
256.	A towed from and comments field will also accompany the contract tows.						
257.	Officer involved, case number and dispatcher shall also be mandatory for contract tows.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Tow R	Tow Rotation Functionality						
258.	Towing rotation is initially based upon alphabetical order. During the year a company may get suspended or removed from the rotation. This is permissible and shall be based on agency requirements.						
259.	Reasons a company can get suspended must be recorded, for example: Declining tows, customer complaints, over charging, required equipment not available, any violation of the contract.						
260.	If a tow is declined, a notification will be sent to the department designee for review. If a suspension is ordered, they shall click a box to suspend the tow company for a period of time. When the suspension is over, the company should automatically be put to the bottom of the tow list or put back in the normal spot in rotation.						
261.	There should be a way to over-ride the tow list. When a vehicle is impounded, the company is not charged for the tow and therefore should not lose their spot in line for a billable tow.						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow R	otation Functionality						
262.	Over-rides and other tows need to be tracked as non-billable tows. They will show up in our system as such and when reporting shall show up as same, for non-billable items.						
263.	When the contract is up for renewal, if a company does not renew, there should be a way to remove them from the contract list without losing history etc.						
264.	When a company declines a tow, there shall be either a pull down menu, or an auto-text fill of reasons for the decline.						
265.	When a vehicle is impounded, a notification must go to the Traffic Division and all information must be available for them.						
266.	When impound is selected for reason for tow, the towing company shall not lose their place in the rotation.						
267.	Abandon Vehicle tow shall include:						
	a) Officers involved,						
	b) case number						
	c) dispatcher						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments
Tow Ro	otation Functionality						
	d) towed from						
	e) comments						
268.	One company tows abandoned vehicles. Their towing an abandoned vehicle should not effect their place in the normal rotation.						
269.	When each abandon vehicle plate/Vin has been run through the State and NCIC, any past owner information shall pre-fill a letter which will be generated with the pertinent information to have the vehicle picked up etc. (See XII. GENERAL EXHIBITS, B. ABANDONED VEHICLE LETTER.)						
270.	Searches shall be available on all fields.						
271.	Reports to include but not limited to:						
	 a) All tows monthly by company with detail. 						
	b) Suspension list						
	c) Recovered stolen vehicles						
	d) Ability to search by any field and category by date etc.						

CAD I	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Tow I	Tow Rotation Functionality						
272.	A snow emergency tow should not effect a company's place in rotation.						
273.	Officers assigned to snow emergencies should be able to access snow emergency tow information from their PC or MPC.						
274.	Ability to identify vehicles which have been towed for a snow emergency and recovered by their owners.						
275.	Ability to generate a list of vehicles not yet recovered by their owners and which have been towed to tow company lots.						
276.	Towing information such as plate information must pre-fill towing screens						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments	
Mappi	ng							
Currently the City of Manchester is undertaking a GIS development project. The GIS is based on aerial photogrammetric and includes layers for parcels, utilities, and roads. A street layer has been added for accuracy. The GIS is being implem third party contractor, Camp, Dresser and McKee, using ESRI tools.								
277.	We require basic mapping functions.							
278.	The ability to zoom in and out of all maps, to include status maps.							
279.	Ability to display hazards, fire hydrants etc.							
280.	Ability to use the mouse to pan over an item and have a pop up box that displays the address or hazard at that location as well as business common name.							
281.	Do perimeter searches of areas, returning flags, hazards or any other alerts that may be visible.							

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Map -	Map - Graphics Display						
282.	The attribute data associated with a map must use the same relational database as the CAD system.						
283.	In order to minimize transactions over the network to the system file server and maximize the performance of the integrated map, the graphic map data must reside at each call taker, dispatcher, and supervisor workstation.						
284.	The map display must be fully synchronized with dialog display, so that both update at the same time and display the same information. Waiting on the map to display to update the display will not be acceptable.						
285.	The call taker position must provide an integrated fully functional map, be able to utilize either single-screen or dual-screen workstations, and provide the freedom for the operator to place the map window where needed.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Map -	Map - Graphics Display						
286.	Once an event location is validated, the area of the call must be displayed on the map window and a symbol placed at the location. The system should average less than one second to display any event location.						
287.	The dispatcher workstation must consist of a 2-screen display.						
288.	The dispatcher must be able to configure the physical position of the following information to display anywhere on the dual screens:						
	a) Event entry/update/display						
	b) Pending events list						
	c) Event/unit status monitor						
	d) Fully interactive map						
289.	The information defined in the prior item must be clearly visible to the dispatcher, without having to toggle or page through separate logical screen displays.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Map -	Map - Graphics Display						
290.	The call taker must have full interaction with both the event entry screen and the map display utilizing a single keyboard and pointing device.						
291.	The dispatcher should have full interaction with both displays using a single keyboard and pointing device.						
292.	The map must display the current status of all events and units by using graphic symbols and a full range of colors.						
293.	Event symbols must automatically be placed on the map when an event is accepted into the system at a verified location.						
294.	Operators must be able to place event symbols on the map at non-verified locations.						
295.	Both event locations and unit locations must be displayed at the same time and on the same map.						

CAD I	Requirements – Fire and Police	Y	N	$oldsymbol{U}$	F	M	Comments
Map -	Graphics Display						
296.	Incident flags and unit symbols on the map must use color to denote status and must use the same color scheme for status in the dialogs that display incident and unit status.						
297.	The system must allow the user to add additional graphics information to the map such as hospitals, HAZMAT locations, and fire hydrants, for example, to enhance the operator's efficiency.						
298.	Graphic symbols on the map display must operate as a graphic index to the relational database, by allowing operators to ask a question of the system by pointing to a symbol on the screen and being presented with database information about the symbol selected.						
299.	The operator should have the capability to save all of the current settings for the map, such as the area windowed, active levels, and what raster or reference files are attached. The operator should also have the capability to load and display the saved view.						

CAD I	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Map -	Graphics Display						
300.	The system must support the ability for the operator to create freehand graphics as a map overlay and store those graphics with an event, or as a named set.						

CAD R	Requirements – Fire and Police	Y	N	U	F	М	Comments
Map -	Control						
301.	There should be a single map for the CAD system containing all data that is used within the CAD system. The map should be integrated into the workflow so that the user interface is intuitive. The operator must not need to switch between CAD maps and GIS maps to obtain information. The map and dialog should act as part of a single system.						
302.	The system must support multiple map views and be able to display multiple map views simultaneously. The map views, dialog text, and lists within the CAD system should always be in sync with each other. Two different presentation mediums of the same data should not be different.						
303.	The speed of the map must match the speed of the other components in the system. It is unacceptable to have the operator wait for the map to update.						
304.	The system must allow, at a minimum, the following map control functions to be performed:						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Map -	Control						
	a) Zoom in or out of a selected map view						
	b) Turn on more graphic details automatically as the view zooms in (levels of detail are to be configurable, and operator must be able to override the default setting; for example, only major streets may be shown on a broad area map, with more streets and details showing as the zoom in occurs, until all data is shown)						
	c) Window into a specified event, unit, or address						
	d) Window into a specified street						
	e) Allow event or unit symbols to be relocated or removed manually from the map						
305.	The CAD system must have the capability to display raster images, such as aerial photographs or scanned topographical maps underlying the street map. The displaying of these images shall not effect the full synchronization of the map with the dialogs.						

CAD F	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Map -	Control						
306.	The right mouse button, when depressed, must bring up a configurable list of commands related to component in the map or forms over which the cursor is positioned (context menus). For example, by selecting a unit from the map with the right cursor, the most frequently used commands in CAD that apply to units will be available for selection by the operator.						
307.	A different or same view of the map must be able to be displayed in multiple windows.						
308.	Each map view must have the same functionality provided to a single map display.						
309.	Users must be able to cascade or otherwise simultaneously display multiple map views.						
310.	Operators must be able to size any window containing the map.						
311.	Operators must be able to drag and position the windows containing map views, including (on dual-screen workstations) movement from one monitor screen to another.						

CAD R	CAD Requirements – Fire and Police		N	U	F	M	Comments
Map -	Control						
312.	The system should provide the capability to display supplemental maps, such as building plans (unlimited number) that can be called upon demand.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Map -	Inquiries						
313.	The system must permit the operator to query specific features on the map to determine the following:						
	a) Street names						
	b) Coordinate positions						
	c) Address ranges						
	d) Database information associated with any graphic feature or symbol						
	e) Event information associated with an event symbol						
	f) Unit information from the unit symbol						
314.	The system must provide the capability for the operator to generate reports of database records associated with map features. A fence-type capability in which the operator selects the desired map features for the report is desired.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Map -	Inquiries						
315.	The system must provide routing information between any two points on the map. This function shall show the route on the map and provide written directions that may be read over the radio, sent to a remote printer and/or sent to a MDT or MCT. Calculating of routes "as the crow flies" will not be acceptable.						
316.	The routing capability must provide the ability to display the following described routes						
	a) Shortest distance						
	b) Minimum intersections						
	c) Minimum risks						
	d) Minimum time for arrival						
	e) Minimum turns						
	f) Unit location relative to the event location						
	g) Impedance factors such as rush hour traffic patterns						
317.	The system must allow a road to be marked as blocked, and the routing function must route around this blockage.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Map -	Inquiries						
318.	The road closure feature must display a user-defined symbol to graphically indicate road closure. The operator must be able to query this symbol and obtain the location, reason, time, and date of closure, as well as anticipated duration of the closure.						
319.	In addition to providing graphic information on routing, the system must be able to produce a set of textual directions for the route. The operator should be able to vary the level of detail in these instructions.						
320.	The system must be able to define the route by vehicle type being routed, considering height and/or weight limits of all roadways.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Map -	Maintenance						
321.	The Bidder must supply all necessary mapping software to enable the System Administrator to maintain and update map features and associated geo-file data including the following capabilities:						
	a) Add street segments						
	b) Delete street segments						
	c) Edit a street segment						
	d) Edit street segment location information						
322.	Provide the capability to assign street aliases at the segment level, for example support the definition of aliases on a segment-by-segment basis.						
323.	Edit location information for a whole street (such as change street names or update street alias names).						
324.	Edit traffic information for a whole street (such as speed limits and weight, height, and width restrictions).						
325.	Highlight on the map display any response designation.						

CAD I	CAD Requirements – Fire and Police		N	U	F	M	Comments
Map -	Maintenance						
326.	Display all streets for the highlighted zone.						
327.	Provide the capability to build the geo tables based on ESZs, polygonal response zones, or a mixture of both. Specific ESZs should be available to provide override capability for special addresses or intersections.						
328.	Geo tables based on polygonal overlays should reduce the time and effort required to generate a usable map and geofile and reduce the time and effort to maintain the geo data as agencies are added or response plans are changed.						

CAD R	equirements – Fire and Police	Y	N	$oldsymbol{U}$	\boldsymbol{F}	M	Comments				
Mobile	Computer Functionality										
carrier i	Currently the Manchester Police Department has a private 512K frame relay with a VPN backup to an off site location. The frame carrier is AT&T and the wireless technology is AT&T's Edge, with an average through put of approximately 100K dependent upon location or time of day.										
Gig Han	Mobile equipment installed: Xplore Genesys II Tablets, Windows 2000, Minimum Configuration 500Mhz CPU, 128MB Ram, 4 Gig Hard drive, external USB ports for software installation, external keyboard and touch screen capabilities for input. Quantity 39, Panasonic Tough book Model CF-29 Windows XP 1.3ghz CPU, 512MB Ram, 60 Gig HD, Touch screen and keyboard for input. Quantity 4										
Sierra V	Vireless Modems Model MP775 w/GPS.										
using a	ester Fire has 4 Mobile Data Computers (MDC terminal emulation program (CRT) connecting/apparatus.					_	<i>- - - - - - - - - -</i>				
329.	The interface for the computers in the vehicle must be windows based and easy to operate.										
330.	It should have the same Windows functions with check boxes and pull down menu.										

CAD I	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Mobil	e Computer Functionality						
331.	Ability to check our in house database for warrants and any known flags as well as hitting the state/NCIC for other information when a name and date of birth are entered.						
332.	If the date of birth is not given or known, our in house database for similar names should be checked and list all with physical descriptors.						
333.	When the information sent receives a hit, it should fill all appropriate fields for later use in a report.						
334.	Information should not automatically be pre-filled in case it is the wrong person. An option will be selected to view and insert the information.						
335.	Additionally any related photos shall have an option for the officer in the vehicle. Only when they select the option to view will it pull down the photo.						
336.	When entering a license plate number it should return hits from our in house database as well as state/NCIC.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Mobile	Computer Functionality						
337.	Additionally when checking a plate through NCIC, the registered owner's driver's license status should be checked.						
338.	In house listings should check gun permits, flags/hazards, known associates, etc						
339.	Auto-populate MPC screen with updated information from CAD stations.						
340.	Silent Messagingcar to car, car to dispatch, car to in house workstation.						
341.	Integrated email.						
342.	Individual user profiles per MPC.						
343.	Ability to issue permissions based on a user by user basis.						
344.	Ability to see all stacked calls in vehicles.						
345.	Ability to filter stacked calls for each individual unit, by that unit, restricting other units from filtering on other units stacked calls.						
346.	Stacked calls refreshing dynamically without user interference.						
347.	Ability to select a call from stacked calls and not lose what is on the current screen.						

CAD I	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Mobil	Mobile Computer Functionality						
348.	Allow officer initiated calls based on agency requirements.						
349.	Ability to re-call information from previous calls without losing current call information.						
350.	Ability to do complex searches based on physical descriptors i.e. Scars marks and tattoos.						
351.	Ability to attach any NCIC/in house database information to any report done in the vehicle.						
352.	Need to do reports in vehicles.						
353.	Need specific forms in vehicles, i.e. Accident reports with drawing tools etc.						
354.	Need ability to set up some kind of print queue to field printed reports.						

CAD F	Requirements – Fire and Police	Y	N	U	F	M	Comments
911 In	terface						
355.	911 Ali/Ani interface where the caller information through 911 is transmitted through the Data line. It is important to know our state 911 system does not send the 911 feed through the same line the call comes in on. (See XII. GENERAL EXHIBITS, C. ANI/ALI TRANSFER SPECIFICATIONS.)						
356.	The ability to point and click to pre-fill any 911 data that may accompany a call.						
357.	The 911 Ali/Ani information should also be an optional item, and should populate it's own window. The call taker should have the ability to override the system and manually input the information if necessary.						
358.	When 911 feed is transmitted, any comments that the 911 operator in Concord has input are requested to attach in the appropriate field.						
359.	When inputting call information into a field auto-fill from the initial character strike should be available.						

CAD F	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
911 In	terface						
360.	The operator should have the ability to send a message to the appropriate call taker to initiate a call back. This function must be provided to allow the dispatcher to route an event message to a designated position or to the original call taker so the complainant can be contacted for additional information. This functionality should not be confused with e-mail, as it is an action that must be recorded as a part of the dispatch function.						
361.	The system must interface to the Enhanced-911 (E-911) equipment provided.						
362.	Automatic Number Identification/Automatic Location Identification (ANI/ALI) data must be transferable from the telephone controller to the appropriate fields in the event entry screen with a single CAD command. It will not be necessary for an operator to manually enter any data already provided by ANI/ALI.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
911 In	911 Interface						
363.	ANI/ALI data for all E-911 telephone calls must be stored in a database for later searches. Such records must be referenced in the original event record for easy retrieval.						
364.	In-coming ANI/ALI data must be identified to the operator by a visual prompt that such data exists. The import of ANI/ALI data must automatically change the call source field to indicate that the ANI/ALI controller received the call.						
365.	The operator must be able to override E-911 data in those cases where the actual emergency has occurred at another location. This should be a function requiring no more than two key strokes or mouse actions.						

CAD I	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Paging	g Interface						
366.	Vendors should include a software interface to COMCAST Alphanumeric Message Pages. The interface should provide the ability for the dispatcher to work with personnel names and mobile vehicle identifiers and send them an alerting tone to request further voice communication.						

CAD F	CAD Requirements – Fire and Police		N	$oldsymbol{U}$	F	M	Comments
Fire S	Fire Station Interface / Zetron Models 26/6						
367.	A software interface should be included to provide support for remote fire stations. The interface should perform RINGING ALARMS, RAISING STATION DOORS, ENABLE PUBLIC ADDRESS SYSTEM, and turning on of lights						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments	
Auton	natic Vehicle Location (AVL) Interface							
	The Fire Department will be issuing a separate Request for Proposal for an Automated Vehicle Location System and Mobil Data Terminal System in the immediate future.							
368.	The vendor should propose a software interface for AVL. The interface should accept incoming vehicle location data and periodically send the latest updated unit location information to the dispatchers for map update of vehicle locations.							

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
EMS (EMS Commands and Functions						
369.	The system must allow the operator to change the location of transport or the priority of the transport run and document the reason for the change.						
370.	A report must be provided to allow the user to reconstruct all CAD activity for a specified period of time. The report must start by displaying the status of all units and events for the beginning of the report period. Each status change thereafter must be listed chronologically until the end of the report period is reached.						
371.	In addition to recommending units for an event based on the geographical assignment of the unit, the system must provide a command that will recommend the closest unit based on the street network distance.						
372.	The system must determine each time an event response time exceeds predefined limits and require that the dispatcher complete a dialog to document the reason for the late run.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
EMS C	Commands and Functions						
373.	The system must allow information to be captured, with regard to the diversion status of hospitals.						
374.	The system must warn the dispatcher if a unit advises that it is transporting to a hospital that is on diversion status.						
375.	The system must produce a report of all hospital diversion activity for a specified period of time.						
376.	The system must allow management to review late run events when conditions warrant and mark them as exempt from the response time requirements.						
377.	The system must allow a unit to be placed in the status of "emergency only" and not recommend the unit for non-emergency events.						
378.	The system must allow a response time to be associated with each event priority level.						
379.	The status of "arrived with patient" must be provided to indicate the ambulance team has located the patient on the scene of the event.						

CAD R	CAD Requirements – Fire and Police		N	U	F	M	Comments
EMS (Commands and Functions						
380.	The status of "arrive dangerous scene" must be provided to indicate the unit has arrived and is waiting for police or others to secure the scene before proceeding. This status must stop the response clock.						

CAD I	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Non-E	mergency Patient Transfer						
381.	The system must support scheduling and managing non-emergency events to transfer patients from one location to another.						
382.	The system must allow appointments for non-emergency events to be scheduled up to eight weeks in advance.						
383.	The system must detect appointment conflicts during the scheduling of non-emergency events and notify the operator.						
384.	The non-emergency event scheduling process must not prevent the operator from scheduling an event if the anticipated number of ambulances available for emergency runs falls below a level specified in the system status plan for the time period of the requested appointment.						
385.	The system must provide the capability to schedule a round-trip event for a patient.						
386.	The system must provide a method to schedule recurring events for the same patient to the same location.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Non-E	mergency Patient Transfer						
387.	The system must provide the ability to display the calendar of scheduled events based on an operator's defined selection criteria.						
388.	The system must support the ability for the operator to specify a search criteria when selecting scheduled events.						
389.	The system should support the identification and viewing of possible conflicts between the number of events scheduled and the number of events that the agency can handle for a particular point in time						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Securi	Security						
390.	The operator must be able to sign into the CAD system as a call taker, dispatcher, or supervisor after validly signing into the system (operating system) using a unique user identification and password. The sign-in based on a user ID and password will establish what level or classification of commands the operator can access.						
391.	The initial user identification and password must be able to be determined by a security administrator.						
392.	The password will not display as the operator enters it.						
393.	An operator must be able to change their password at any time after signing onto the system with a valid user identification and password.						
394.	operator is forced to change their password at a frequency (time limit) established by the security administrator.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Securi	ty						
395.	After a configurable number of unsuccessful attempts to sign on at a workstation, the workstation will become disabled for a configurable period of time. The System Administrator is notified that the machine is "locked".						
396.	The operator will be issued a warning and prevented from signing off when attempting to sign out of CAD on a workstation when there are pending events, the workstation is the only one assigned to a dispatch group, messages are queued, or there are stacked events.						

CAD I	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Securi	ity						
397.	The CAD functionality of call taker, dispatcher, and supervisor must have an equivalent of a "change operator" command. This command leaves the operation of the workstation intact allowing activity to continue for a new operator, without a break in activity, that will have permissions based on entering a new user-identification and password. The existing operator specifies that there is to be a change in operator and leaves. The new operator specifies user identification and password and immediately begins where the prior operator left off. The workstation will not allow CAD activity until the new operator has signed on.						
398.	The "change operator" command must work across workstations, so that the system prevents an operator from being signed on in two different positions.						
399.	The "change operator" command must allow a person functioning in one capacity to perform in another capacity. For example, a supervisor working temporarily as a dispatcher may change to supervisor functionality as necessary.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments
Securi	ity						
400.	All operating system passwords must be stored in encrypted form.						
401.	The Security Administrator must be able to add, change, and cancel user identifications and their initial passwords and permissions for the system. The same is to be performed for the CAD products, with specific classifications for call takers, dispatchers, and supervisors.						
402.	The Security Administrator must have access to a log of security activity to determine users that have signed on and off the system, as well as unsuccessful attempts to sign on to the system.						

CAD R	CAD Requirements – Fire and Police		N	U	F	M	Comments
Mainte	Maintenance During Operation						
403.	The goal is that after the system is up and running and cut over is made to the system, it be operated continuously, 24 hours a day, 7 days a week. It is understood that certain activities may require the system to be down. Please address the activities for which downtime will have to be scheduled.						
	a) For reconfiguring the CAD parameters						
	b) For changing security						
	c) To begin using a new map						
	d) To repair a server						
	e) To repair a workstation						
	f) For recommended Preventive Maintenance						
	g) For software upgrade(s)						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Database Maintenance							
404.	The system must provide commands to update, add to, delete from, display, and print all database records or tables in the CAD system.						

CAD R	Requirements – Fire and Police	Y	N	U	F	М	Comments
On-Li	ne Help Screens						
405.	Help should be available from any field and any screen within CAD. By using function keys or single mouse click.						
406.	A help function must be accessible at any point in the use of the CAD system, should the operator need assistance in performing any command.						
407.	On-line Help must be user-editable, such as by the System Administrator or other authorized personnel, to add specific help information.						
408.	On-line Help must be command-specific and capable of being searched by topic.						

CAD R	CAD Requirements – Fire and Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Specia	lized Reporting						
409.	Propose as an option and include pricing in the cost section, as well as describe any offering and/or the availability of default reports in the areas of measuring performance and resource utilization.						

CAD R	equirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
	ts measuring the performance of the unications center such as						
410.	Time required by an operator to enter data associated with events.						
411.	Logged on time and number of events handled by call takers.						
412.	Time required to dispatch the first unit to an event after the initial call is received.						
413.	Logged on time and number of events/units handled by dispatchers.						
414.	Number of events grouped by any combination of selection criteria.						
415.	Textual display of detailed information related to an event.						

CAD R	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
_	ts measuring resources, such as the tion and deployment of field resources						
416.	Workload of a unit or combination of units.						
417.	Unit demand.						
418.	Time required to clear an event after initial arrival.						
419.	Time required for a unit to initially respond to an event.						
420.	Time required for a unit to arrive on scene.						
421.	Time required to start transport.						
422.	Time that a unit is in transit to a hospital.						
423.	Time required to deliver a patient after initial call received.						
424.	Times that transports were not allowed for hospitals (diversions).						
425.	Event statistics (any selection criteria).						
426.	Detailed event information.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Auditi	ng Operator Activity						
427.	There must be an audit trail for all events and status changes.						
428.	The audit trail shall have a date and time stamp to the nearest second and record from where and by whom the event was initiated.						
429.	Each incident record should contain an indication of the operator making an update of the incident record.						
430.	All successful and unsuccessful attempts to log onto the system must be recorded.						

CAD I	Requirements – Fire and Police	Y	N	U	F	M	Comments		
CAD I	CAD Dispatching Requirements								
Manag	Managing the CAD Environment								
	The system must provide the following functions to be generally used by Communications Center supervisory personnel. These functions can, however, be used by others, subject to appropriate security authorizations								
431.	Assign dispatch groups to workstations as needed; current dispatch group assignments must be displayed when requested.								
432.	The ability to monitor an event from another workstation.								
433.	The system must permit messages and commands to be scheduled for automatic execution on a particular day and time or to occur every day at a specified time.								

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
System	Status Management						
434.	The system must incorporate System Status Management (SSM) procedures. Include this as an option, and provide pricing in the cost section.						
435.	SSM procedures must allow the System Administrator to define response plans for each hour of the week based on the number of available resources (level).						
436.	The response plans must define which post(s) to staff with a unit to satisfy the current response plan.						
437.	The system must detect and notify the operator when the system is out of compliance with the current SSM plan.						
438.	Planning tools must be provided to allow the System Administrator to develop response plans.						
439.	A workload demand analysis report is required to show calls for service by day of the week and hour of the day.						
440.	A report (on the map) is required showing the location of calls by response times according to the hour of the week.						

CAD Requirements – Fire and Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Syster	n Status Management						
441.	A method for displaying workload indicators for logged-on units. For each unit, this display must list:						
	a) Length of the shift the unit is working						
	b) Time the unit logged on duty						
	c) Number of hours the unit has been on duty						
	d) Number of hours the unit has been unavailable						
	e) "Unit/hour" ratio (number transports/number hours on-duty						
442.	The system must provide a function to define the location of posts (quarters).						
443.	The system must allow the unit number of a unit to be changed during the shift and associate the unit's workload figures with the new unit number.						
444.	Planned coverage for future shifts must be entered into the system and reports generated to compare planned coverage with actual coverage.						

CAD F	Requirements – Fire and Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Utility	Operations						
445.	A messaging subsystem must be provided within the CAD environment. As an option, Bidders should include Microsoft Mail, Exchange, or Microsoft Outlook. Pricing for the optional e-mail software must be included in the pricing section.						
446.	Workstation operators must be able to send/receive messages to/from other workstations without interrupting the operator workflow. Messages should be kept and made available to the System Administrator for audit purposes.						
447.	Messages can be addressed to individual(s) or to groups of persons.						
448.	A scrollable listing of valid destinations must be available to help address the message.						
449.	Messages that are sent and received on the system must be stored for later retrieval.						

CAD R	Requirements – Fire and Police	Y	N	U	F	M	Comments
Utility	Operations						
450.	A single workstation is the workplace for different persons, depending on shift and assignment. The same workstation may serve a variety of persons. Messaging must be based on the login of a person on a workstation so that a person receives their messages at their assigned workstation position Several users must be able to share a workstation and receive messaging based on login names.						
451.	Messages must be able to be printed as needed.						
452.	For critical messages, a "return receipt" function must be supplied.						

VI. RECORDS MANAGEMENT REQUIREMENTS - FIRE

Fire Records must fully integrate with the CAD software and integration must include automatic, seamless transfer of critical information between CAD and Mobile Computing. Examples include transfer of CAD incident information to Fire Records and transfer of hazard information on persons and locations to alert dispatchers of potentially threatening situations for Fire Department personnel. True Windows-based, multi-threaded system.

Record	ls Management Requirements-Fire	Y	N	U	F	M	Comments
Gener	al Requirements						
1.	We would like RMS to interface with Pinpoint Software used by our ambulance service, Rockingham, which would allow them to receive their incident times automatically.						
2.	Uses standard Windows menus, mouse and keyboard conventions.						
3.	Fully mouse or keyboard driven menu structure.						
4.	Standard Microsoft SQL Client / Server Database Structure for Wide Area Networks						
5.	Complete relational data structure						
	a) Single entry point updates all relevant modules						
	b) Referential Integrity maintained with cascading delete and cascading update						

Records Management Requirements-Fire		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Genera	al Requirements						
	c) Able to modify key values with referential integrity maintained (Incident Number, Staff ID, etc.)						
6.	Color-coded data entry screens to instantly flag required menu tabs, required fields and invalid entries.						
7.	Comprehensive documentation (On-Line Help, Set Up Manual, Tutorial Manual, Advanced Reference).						
8.	Templates available in all modules for rapid entry of recurring events.						
9.	Macro Capability (saving repetitive keystrokes to a Function Key).						
10.	User definable custom data import capability.						
11.	User-defined system rules for all data entry fields (Master and Transaction Files):						
	a) Assign Default Values (absolute or conditional)						
	b) Set field requirements (absolute or conditional)						
	c) Disable fields (absolute or conditional)						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
Genera	al Requirements						
	d) Define custom error conditions and levels of severity						
	e) Update field values based on other fields						
	f) Require child records (absolute or conditional)						
12.	Unlimited User Defined Fields in all modules.						
13.	Spell check on all narrative fields.						
14.	Multi-Level Security Functionality						
	a) Module-Level Access						
	b) Screen-Level Access within modules						
	c) Add, Edit, Delete, View and Lock Access modes						
	d) Assign User Groups for ease of User ID maintenance						
	e) Grant access to individual lookup tables						
	f) Define minimum password complexity						
	g) Force Password Changes						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
Genera	al Requirements						
	h) Disable User IDs						
15.	Complete Audit Trail – available to record or field.						
16.	Standard reports availability such as a monthly NIFRS report to state.						
17.	Custom Report Generator						
	a) Access to all system files including user fields						
	b) Includes custom query builder for selecting data						
	c) Output results to screen, printer or multiple file formats (txt, xls, dbf, html, pdf)						
	d) Ability to produces forms, lists, mail merges, labels, summaries, cross tabulations						
18.	Easy to use Query Builder						
	a) Automatically generates SQL statements or accepts native SQL commands						
	b) Create custom queries on all databases including user fields						

Records Management Requirements-Fire		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Genera	al Requirements						
	c) Useful for custom data exports						
19.	Custom Graph/Charting Utility						
20.	Full OLE (Windows Object Linking & Embedding)						
21.	Attach unlimited files from any other applications						
22.	Supports Signature Capture (via touch screen terminals) and attachment to records						
23.	Auto-timeout feature available to log users out after defined period of inactivity						
24.	Support individual Workstation Options						
	a) Control Desktop appearance and menu structure						
	b) Assign file locations						
	c) Set module-specific data entry options						
	d) Enable auto-save features						
	e) Define Delete access level						
	f) Modify color-coding options						

Records Management Requirements-Fire		Y	N	$oldsymbol{U}$	F	M	Comments
INCID	ENT REPORTING						
25.	NFIC NFIRS 5.0 Certified for Fire Incident Reporting						
26.	Full field-by-field record validation with color coding and instant error flagging						
27.	Seamless link to Medical Incident Reports, Occupancy information, Staff and Equipment records						
28.	Able to be seamlessly linked to any Computer Aided Dispatch Software via an interface						
	a) Automatically creates Incident Records at the completion of CAD incident						
	b) Populates key incident fields including dates, times, location, incident type						
	c) Records complete unit response and times						
	d) Able to assign ownership to imported records						
29.	Optimized Data Entry options to speed screen entry						

Record	Records Management Requirements-Fire		N	$oldsymbol{U}$	F	M	Comments
INCID	ENT REPORTING						
	a) Group Add of Units, Staff, Equipment and Mutual Aid records						
	b) Quickly assign staff members to units, roles, positions and multiple activities						
30.	Ability to add units and personnel from outside of incident report – for enhanced security						
31.	Separate Investigation Module						
	 a) To include evidence and suspect tracking 						
	b) Able to be entered from within or outside incident record						
	c) Increased security options						
	d) Data export for linking to other systems						
32.	Module for Auto Accident & Extrication Tracking – multiple vehicles tracked per incident						
33.	NFPA 1710 / 1720 Tracking						
34.	Extensive Automatic Record Locking options						

Record	ls Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
INCID	ENT REPORTING						
	a) Upon entry						
	b) Upon elapsed time period						
	c) After Quality Control Check						
35.	Signature Capture						
36.	Memorized Incident Templates						
37.	Spell Checking on all narrative fields with user customizable dictionary						
38.	Ability to attach unlimited files to incidents (Photographs, Maps, Drawings, Documents, etc.)						
39.	Automatic replication of data on multiple exposure incidents						
40.	Auto-calculation of staff hours by incident						
41.	Detailed Mutual Aid Tracking (Departments, Units, Incident Numbers, Times, Staff counts, etc.)						
42.	Auto Calculate Staff experience time (difference between Alarm & In Service time)						
43.	Unit time calculations by unit (Alarm, Roll Out, Cancel, At Scene, Completion, Back In Service)						

Record	ls Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
INCID	DENT REPORTING						
44.	Capability to log equipment used with automatic link to equipment's usage log file						
45.	Capability to log supplies used and automatically update remaining inventory status						
46.	Easy input of Intersection or Rural Address, as well as Numbered Addresses						
47.	Automatic year-end NFPA Fire Experience Survey Report						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
OCCU	PANCY / PREPLANS / INSPECTIONS / PERMITS						
48.	Ability to track complete Occupancy data including:						
	a) Address information						
	b) Property type						
	d) NFIRS attributes (building status, alarm systems, extinguishing systems, etc.)						
49.	Ability to track complete Pre-plan data						
	a) Hydrant Proximity						
	b) Chemical Inventories						
	c) Storage Tank details						
	d) On-Site Materials						
	e) Record unlimited, customizable additional pre-plan attributes						
	f) Automatically calculate Needed Fire Flow based on construction type, square footage, etc.						
50.	Ability to track complete occupancy history						

Record	s Management Requirements-Fire	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
OCCU	PANCY / PREPLANS / INSPECTIONS / PERMITS						
	a) Incident responses						
	b) Inspections performed						
	c) Violations recorded						
	d) Permits issued						
	e) Meetings, Phone Calls, Written Correspondence						
	f) Public Education						
	g) Property Use/Ownership changes						
51.	Able to merge Occupancy data when properties are combined						
52.	Provide optional Violation Code Sets Available						
	a) NFPA 101 Life Safety						
	b) BOCA						
	c) UFC						
	d) International Fire Code						
53.	Ability to prepare Comprehensive Preplan RunBooks for each Occupancy						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
OCCU	PANCY / PREPLANS / INSPECTIONS / PERMITS						
54.	Signature Capturing Capability for Inspections, Activities and Permits						
55.	Permit tracking, permit money owed tracking						
56.	Interface to CAMEO & CAMEO Windows for HAZMAT information (Properties, RIDS)						
57.	Able to attach unlimited files (such as Photographs, Maps, Drawings, Documents, etc.)						
58.	Ability to link multiple Occupancies to one Master Property (such as a Mall, School Campus, etc.)						
59.	Seamless link to Incident and Hydrant Modules						
60.	Complete Inspection & Violation tracking						
	a) Tracks all completed inspections						
	b) Allows tracking of inspection schedule						
	c) Record unlimited violations found and automatically track violation status						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
OCCU	PANCY / PREPLANS / INSPECTIONS / PERMITS						
	d) Automatically prompts for resolution of open violations						
	e) Automatically schedule reinspections based on outstanding violations' recheck dates						
61.	Optional Pocket PC Interface Software available						
	a) Select and quickly download inspections for in-field updating						
	b) Auto record locking to protect data integrity						
	c) Record inspection, occupancy and contact in the field on Pocket PCs						
	d) Utilize Inspection Checklists to speed data capture and entry						
	e) Capture signatures						
	f) Print Violation Notices and Inspection Reports in the field						
	g) One-click transfer back to main database						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
APPAI	RATUS / EQUIPMENT / INVENTORY						
62.	Provide perpetual inventory tracking capabilities for department equipment, apparatus or supplies						
63.	Ability to issue Equipment / Gear to Staff Member						
64.	Ability to link Equipment to a Unit, and log the compartment contained in						
65.	Ability to group inventory items (Hose, SCBA, etc.)						
66.	Ability to track funding source (RELIEF FUNDS, GENERAL FUNDS, ETC.)						
67.	Track equipment life expectancy and estimated replacement cost						
68.	Track serial / VIN numbers						
69.	Ability to reissue Unit numbers to new Apparatus easily						
70.	Track complete usage history (Incidents, Training, etc.) for Apparatus, Equipment & Supplies						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
APPAI	RATUS / EQUIPMENT / INVENTORY						
71.	Ability to attach an unlimited number of files, such as Photographs, Schematic Drawings, Manuals						
72.	Ability to track Fuel Usage, Mileage, Engine hours, pump hours, etc						
73.	Track complete Testing/Maintenance records for any type of inventory						
	a) Optimized data entry screens for fast entry						
	b) Special screens for recording SCBA and hose testing						
	c) Set up Maintenance Schedules and automatically generate future maintenance records						
	d) Allow for multiple intervals for Testing / Maintenance (Elapsed Miles, Hours, or Days)						
	e) Maintenance Schedule automatically updates when unscheduled maintenance is performed						
	f) Batch entry of Testing / Maintenance records available for SCBA, hose, ladders, etc.						

Record	ls Management Requirements-Fire	Y	N	U	F	M	Comments
APPA	RATUS / EQUIPMENT / INVENTORY						
	g) Track Testing / Maintenance costs over life of Apparatus & Equipment						
	h) Track Downtime hours over life of Apparatus & Equipment						
74.	Track vendor information						
75.	Detailed specification input screen for Apparatus, SCBA, Hose and Pump items						
76.	Detailed Consumables Inventory with ability to track purchases, transfers and usage						
77.	Print complete Inventory Checklist for apparatus, Storage location, etc.						
78.	Seamless link to Incident and Staff modules						

Record	s Management Requirements-Fire	Y	N	$oldsymbol{U}$	F	M	Comments
STAFF	7 / TRAINING / ACTIVITIES						
79.	Complete Staff tracking including:						
	a) Intradepartmental information (station, shift, unit, rank, status, etc.)						
	b) Unlimited phone numbers and email addresses						
	c) Emergency contacts						
	d) Comprehensive history (certifications, promotions, licenses, equipment issued, etc.)						
	e) Injuries & Exposures						
80.	Ability to track Instructors activities						
81.	Automatically tracks and displays training and activities by staff						
82.	Built-in Service Awards tracking included						
83.	Ability to track non incident activities (meetings, station work, fund raisers, inspections, on duty, etc.)						
84.	Ability to track Continuing Education Units						

Recor	ds Management Requirements-Fire	Y	N	\boldsymbol{U}	F	M	Comments
STAF	F / TRAINING / ACTIVITIES						
85.	Ability to track certifications, and their expiration dates						
86.	Ability to track training / experience needed to be certified automatically						
87.	Ability to track miscellaneous staff history (Ex: Rank Changes, Immunizations, Physicals, etc.)						
88.	Ability to attach unlimited files such as Photographs, Certificates, Correspondence, etc						
89.	Ability to track Gear & Equipment issued						
90.	Automatically links to Incident records for Injury & Exposure information						
91.	Ability to memorize recurring events (weekly drills, monthly meetings) for quick data entry.						

Record	s Management Requirements-Fire	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
STAFF	SCHEDULING						
92.	Define unlimited Shift Schedules with any repeating shift pattern						
93.	Maintains perpetual shift calendar – verify on-duty shift for any date						
94.	Link with a Staff Module for one-time updating of shift data (especially helpful for shift changes)						
95.	Automatically create Daily Duty log entry						
96.	Automatically update Station Roster						
97.	On-Line roster available for viewing at any workstation						
98.	Quickly view all on-duty personnel as well as off-duty personnel						
99.	Automatically tracks sick days, vacation days, swaps and any other time off categories						
100.	Complete user customization available for defining on-duty and off-duty categories						
101.	Drag and Drop on-duty personnel from one station/unit to another						

Record	Records Management Requirements-Fire		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
STAFI	F SCHEDULING						
102.	Track manpower requirements by station/unit and include additional manpower to staff holdover situations						
103.	Track extended leave periods						
104.	Ability to memorize recurring events (weekly drills, monthly meetings) for quick data entry						

Record	ls Management Requirements-Fire	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
DEPA	RTMENT LOG / JOURNAL						
105.	Fully Automatic Station Log						
106.	Automatically updates as events are recorded (Incidents, Training, Meetings, etc.)						
107.	Display in calendar form						
108.	Marks days where events occurred with colored icons						
109.	Track and display future events as well as past events						
110.	One-click access to Summary and Detail Reports						

VII. RECORDS MANAGEMENT REQUIREMENTS - POLICE

Record	Records Management Requirements-Police		N	U	F	M	Comments
Master	r Name Index File						
1.	This file must allow a user to make an inquiry into one single file to retrieve all known data, from all management files, about the queried person or item. This feature eliminates date inquiry and retrieval redundancy. The Master Name Index File also eliminates input redundancy. Data input that is applicable to other files must automatically transfer. This file must have a complete soundex system for quick and easy cross-referencing.						
2.	The master name file must serve any category of police related activity.						
3.	The system must provide the ability to cross reference the master name file to all the following records associated with an individual including, but not limited to:						
	a) Arrest file						
	b) Booking file						
	c) Firearms permit registration file						
	d) Criminal/civil registration file						
	e) Warrant file						

Records Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Master Name Index File						
f) Accident file						
g) Traffic and ordinance citations						
h) Field interview file						
i) Complaint report file						
j) Suspect file						
k)- Property file						
l) Known associates file						
m) Gun permits						
n) Bicycle registration file						
o) Impounded vehicle file						
p) Written warnings						
q) MNI narrative						
r) Interface to mug shots system, Dynamic Imaging Systems' PictureLink.						
s)- Probation/parole records						

Record	s Management Requirements-Police	Y	N	U	F	M	Comments
Master	Name Index File						
4.	The system must provide the ability to review a select name record from the master name file and review the arrests in reverse chronological order by date of arrest.						
5.	The system must provide the ability to select name records from the master name file with user defined matching parameters outlined below:						
	a) Age or age range						
	b) Height or height range						
	c) Weight or weight range						
	d) Scars, marks, or tattoos						
	e) Hair color						
	f) Eye color						
	g) Other physical characteristics						
	h) Specific crime specialties						
	i) Specific crime MO's						
	j) Date of birth						
	k) Telephone number						
	l) Jacket number						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Master	Name Index File						
	m) Combination of the above						
6.	The system must provide the ability to search on-line and display records associated to, but not limited to, the following:						
	a) Full name						
	b) Last name and first initial						
	c) Address						
	d) Alias name						
	e) Nickname (regular)						
	f) Nickname (street-name, moniker)						
	g) Social security number						
	h) Driver license number						
	i) Docket number						
	j) First name						
7.	All names entered into the database must become available for a centralized search screen.						
8.	Names may be entered with an ID number or without.						

Record	s Management Requirements-Police	Y	N	\boldsymbol{U}	F	M	Comments
Master	Name Index File						
9.	An unlimited number of alias names may be assigned to each real name.						
10.	System must allow entry of multiple addresses and phone #'s per name and date of birth, keeping history of old addresses and phone numbers.						
11.	System must allow entry of multiple addresses and phone #'s per name and social security number.						
12.	Users can branch to, but not limited to, the following; with one key or one click:						
	a) Real name						
	b) Alias name						
	c) Real address						
	d) Other address						
	e) Physical descriptions						
	f) FBI number						
	g) State ID number						
	h) Local jacket number						
	i) Multiple driver's license numbers						
	j) NCIC fingerprint code						

Recor	ds Management Requirements-Police	Y	N	\boldsymbol{U}	F	M	Comments
Maste	r Name Index File						
	k) Partial NCIC fingerprint code						
	l) Multiple social security numbers						
	m) Call number						
	n) Activity (e.g. victim, witness, suspect)						
	o) Warrant number						
	p) Docket number						
13.	System must have the capability of entering and searching based on accomplice.						
14.	System must have on-line capability of entering narrative for an individual via word processor, such as Microsoft Word, without exiting the database. Once entered, the narrative must maintain the formatting as entered in the word processor.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Master	Name Index File						
15.	The system must allow a name search from which details may be viewed by branching. Then after branching to review details, the system must allow immediately returning to the original list of names for further branching from the same list, in any direction.						
16.	Multiple social security numbers, driver's license numbers & dates of birth may be entered and searched for each individual.						
17.	All names entered must immediately become part of crime analysis search report.						
18.	A centralized names detail display format must allow for a given ID # to show all names file information by simply pressing an "enter" key or by a mouse click.						
19.	The centralized names detail display must include but not be limited to:						
	a) Name, address & phone number						
	b) Physical characteristics						
	c) Arrest count						
	d) Conviction count						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Master	Name Index File						
	e) Open warrants						
	f) Personal flags						
	g) Birthplace						
	h) Occupation(s)						
	i) All known addresses						
	j) Names narrative						
	k) Activity history/rap sheets						
	l) All known aliases						
	m) Other DOB's, DL's, SS's						
	n) Property associated to individual with description of property						
	o) Vehicles associated with individual						
	p) Arrest detail history, listed in reverse chronological order						
	q) Known accomplices						
	r) Mugshots						
20.	System must accommodate an unlimited number of scars, marks & tattoos per name with descriptors for each.						
21.	Tattoo descriptors must be searchable.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Master	· Name Index File						
22.	All codes used in this module must be NCIC compatible where applicable.						
23.	The charge dispositions for each charge must be easily, clearly and thoroughly displayed when looking up a subject's record.						
24.	When performing a soundex name search, the list of names must be in alphabetical order.						
25.	When entering a name into the system, the system prompts for possible duplicate entry based on name and date of birth.						
26.	A printout of any case report or names report prints the associated officers' names, but not their ID numbers; prohibiting the chance of printing a social security number.						
27.	The system allows the ability to search for a specific charge by docket number. After selecting the respective charge, the user can quickly branch to update the charge disposition and sentence.						
28.	The system allows an unlimited number of charges for one person on one arrest.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Maste	r Name Index File						
29.	The system allows user-defined flags for names. These flags interface with the CAD subsystem, notifying dispatchers when contact has been made with a flagged subject.						
30.	The system will link up an unlimited number of related case numbers for each case number.						
31.	When changing a person's address, the system will allow the option of keeping the old address for historical reference.						
32.	If a person has multiple dates of birth, each name and DOB will display in a simple alphabetical list when searching for a name.						
33.	The system offers an automatic III check for the name in NCIC, for qualified personnel, through the RMS system.						
34.	The system permits searching for a name located within report narratives.						

Recor	ds Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Maste	Master Name Index File						
35.	The system offers the user the option of automatically filling in the address information from the State of NH drivers license database, with a hit on name and DOB.						
36.	The system allows users the option of entering State of NH Complaints.						
37.	State of NH complaints may be printed on official multiple part, pre-printed forms. (See XII. GENERAL EXHIBITS, D. COMPLAINT FORM.)						
38.	The complaints have an interface to the State of NH J-ONE system, to update the records in the State's Justice system.						
39.	The system searches for names by entering a telephone number.						
40.	The system allows a user to look up a subject's details by entering the subject's system ID number.						

Records Management Requirements-Police		Y	N	$oldsymbol{U}$	F	M	Comments
Master	Name Index File						
41.	Whenever a user enters a name into the system, including report entry, the system automatically checks to see if the name is already in the system, and presents the user with the option of populating the appropriate fields with the existing information.						
42.	The system allows an easy way to patch non-MNI names to MNI names.						
43.	The system offers a simple and secure way to consolidate names records.						
44.	The system offers a simple and secure way to roll back a name consolidation.						
45.	The system displays complete details of both arrests and summonses when looking up a name record, including court dispositions and sentences.						
46.	The system offers a date of birth field in the call taker's screen.						
47.	When looking up a name, the system immediately displays gun permit flags for the subjects listed.						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Master	r Name Index File						
48.	The system tracks user-defined registrations such as registered sex offenders.						
49.	Traffic and ordinance citations must be able to be searched by:						
	a) Name						
	b) Citation number						
	c) Case number						
50.	The system allows for charge annulments, which keep the case associated with the subject's record, indicating that the charge was annulled.						
51.	Charge dispositions and sentences must be associated with each charge and must print completely on a subject's report.						
52.	The text field for a charge must not have length restrictions.						
53.	The system allows a separate disposition, docket number and sentence for each count of each charge.						
54.	The system includes the following fields associated with a specific charge or charge count, with a history of any changes.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Master	Name Index File						
	a) Arraignment date						
	b) Trial date						
	c) Charge status						
	d) Date of charge status						
	e) Comments						
55.	The system permits the user to add or remove the number of counts to any one charge, but maintains a history/audit of those changes.						
56.	If a report is completed for a case number, the system should indicate that a report is present and should not display that there is no report.						
57.	If the location of the call has changed from the time it was originally reported, the system allows the ability to search for the call by its originally reported location.						
58.	The system allows users to search for names by name and date of activity range.						
59.	The system ensures uniform entry and searching of the following types of name entry:						

Record	s Management Requirements-Police	Y	N	\boldsymbol{U}	F	M	Comments
Master	· Name Index File						
	a) Saint, as in St. Pierre						
	b) O, as in O'Neil						
	c) Mc as in McInnich						
	d) Mac as in MacCarthy						
60.	The system prints a gun permit in the format of the State of NH gun permit. (See XII. GENERAL EXHIBITS, E. GUN PERMIT FORM.)						
61.	When printing a case report, the system offers the user the option of excluding the printing of suspects or accused subjects, from all aspects of the report including the narrative.						
62.	The system has the ability to give an adult ID number to a juvenile subject.						
63.	The system's display of a subject's record includes at least two aliases in the initial display, if they exist.						
64.	Citation charges and arrest charges are stored in the same table and may be searched with one search.						
65.	The system allows users to delete a charge from an arrest, but maintains an audit trail.						

Records Management Requirements-Police		Y	N	U	F	M	Comments
Maste	r Name Index File						
66.	The system allows users to delete an arrest, but maintains an audit trail.						

Recor	ds Management Requirements-Police	Y	N	U	F	M	Comments
On-L	On-Line Booking						
67.	Allows for custom creation of output report to match department current standards.						
68.	During booking process, single key available to display department created booking procedure on-line.						
69.	Booking process may be interrupted in order to accommodate a more pressing booking and then the booking process interrupted may be continued from the point of interruption.						
70.	Once the booking process is completed, an arrest report will be printed.						
71.	Once the booking process is completed, a name report will be printed for the arrested person.						
72.	The system will automatically perform name check to see if the person being booked has a prior record in the department's database, based on name and DOB match.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
On-Liı	ne Booking						
73.	The entire booking process must be accommodated from one base screen. All data input must be entered on one computerized screen.						
74.	Arrested person must automatically be available for UCR/NIBRS report.						
75.	Booking/Arrest input data must include:						
	a) Detail of Person:						
	1) Name						
	2) Alias Unlimited amount						
	3) Resident address (allow multiple)						
	4) ID #						
	5) SS # (Allow multiple numbers)						
	6) Jacket #						
	7) FBI #						
	8) State Bureau #						
	9) DL # (Allow multiple entries)						
	10) Race code						
	11) Ethnic code						
	12) Sex						

Records Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
On-Line Booking						
13) Date of Birth						
14) Height						
15) Weight						
16) Eye color						
17) Hair color						
18) Skin						
19) Build						
20) NCIC Fingerprint code						
21) Scars, Marks, Tattoos						
22) Secondary Descriptors						
23) Birthplace						
24) Citizenship						
25) Marital code						
26) Occupation(s)						
27) Comments file (via word processor)						
28) Domestic Violence Flag						
29) Armed/Dangerous Flag						
30) Resist Arrest Flag						

Records Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
On-Line Booking						
31) Suicidal Flag						
32) Mental Flag						
33) Known Associations						
34) Family Info (Parent/Spouse/addresses)						
35) Gang Member/Associated						
36) Photo						
37) User-Defined Flags such as Registered Sex Offenders						
b) Arrest Detail						
1) Arrest Case #						
2) Related Warrant #						
3) MV Summons/Warning #						
4) Date/Time Arrested						
5) Place Arrested						
6) How Arrested						
7) Arresting Officers						
8) Domestic Violence involved						
9) Visible sickness/Injury						

Records Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
On-Line Booking						
10) Breathalyzer Results (Actual test, Second reading, Third reading, Who administrated the test, Simulation results) – automatically entered with a wireless interface to the Breathalyzer						
11) Facts/Remarks						
12) Juvenile status, which is mandatory for the follow-up investigator (not mandatory for the booking officer).						
c) Booking Detail						
1) Booking #						
2) Date/Time booked						
3) Released or Held						
4) Booking Officer ID #						
5) Hold or Arrest of other agency						
6) Other Agency ORI #						
7) Bail or Released by						
8) Phone used?						
9) Prints taken?						

Records Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
On-Line Booking						
10) Photographed?						
11) Valuables taken						
12) Search by officer ID #						
13) Rights advised by ID #						
14) Cell #						
15) Person notified						
16) Relationship						
17) Probation notified						
18) Booking remarks						
d) Arrest Charges - Unlimited amount of charges						
1) Case #						
2) Warrant #						
3) Charge						
4) Charge count						
5) Court Code						
6) Court Location						
7) Court Docket #						
8) Court Date						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
On-Lir	ne Booking						
	9) Court Date Status						
	10) Court Date Disposition (with history)						
76.	The system allows a change on a case number of an arrest without deleting and re-entering the entire arrest details.						
77.	The system allows changing a Juvenile MNI to an Adult MNI by simply changing the adult or juvenile status.						
78.	The system must have the capability to search for a particular charge by docket number and then allow branching to update the charge record.						
79.	Mugshots display on booking screen for booking officer to verify subject.						
80.	Mugshots may be used for photo lineups						
81.	Property Form information may be entered into system. (See XII. GENERAL EXHIBITS, F. ARREST PROPERTY FORM.)						
82.	Arrest Report includes all arrest data entered as part of the booking.						

Recor	Records Management Requirements-Police		N	\boldsymbol{U}	F	M	Comments
On-L	ine Booking						
83.	System permits booking officer to easily record prisoner property taken in						
84.	System permits booking officer to easily record release of prisoner property						
85.	The system has an interface with a State of NH-approved AFIS fingerprint system, so that duplicate data entry, including mugshot, is not necessary. This means that the mugshot is taken on the RMS side and sent to the State's system.						
86.	The system allows a scanned fingerprint record to be stored within the system; and search for matches						
87.	If two or more subjects are arrested on one case number, the system prompts the booking officer if the subjects are accomplices.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Integra	nted Video Mug Shot System						
88.	Captures color still photos						
89.	Attaches photos to arrests and incident records, as required						
90.	Ability to create line-ups for display						
91.	The system allows users to search for mugshots (for a photo lineup) by Scars, Marks and Tattoo codes.						
92.	The system allows users to search for mugshots (for photo lineup) by facial hair; including, beard mustache and both.						
93.	Ability to print line-ups of at least eight subjects.						
94.	Must be able to archive an unlimited number of photos per arrestee.						
95.	Ability to create personnel photo ID badges or cards						
96.	Fully integrated with system permission levels.						
97.	Images must be available throughout LAN network						

Record	Records Management Requirements-Police		N	\boldsymbol{U}	F	M	Comments
Integr	Integrated Video Mug Shot System						
98.	Images must display along with the subject's record, without extra user intervention.						
99.	Any image must be easily accessible for emailing.						
100.	The system must offer the option to take or view multiple photos of a subject at one time.						
101.	The system includes the ability to view current and archived photos from the name record.						
102.	The system includes the ability to easily add an image from magnetic media, such as a JPEG file from different camera to the subject's photos. This additional image may then be used for a photo lineup.						
103.	The system takes a high quality photo						

Records Management Requirements-Police		Y	N	U	F	M	Comments
Warra	Warrant and Summons						
104.	This file must contain a list of local warrants. The department/court must have the ability to update this information as often as necessary. The system must contain information on the wanted person, court of jurisdiction, and amount of bond.						
105.	The Warrants subsystem includes the ability to track Domestic Violence Petitions (restraining orders)						
106.	The system must contain the following data elements:						
	a) Warrant number						
	b) Name of the person						
	c) Address of the person						
	d) Alias						
	e) Physical descriptors						
	f) Last known address						
	g) Driver's License number						
	h) Vehicle used						
	i) Date issued						

Record	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Warra	nt and Summons						
	j) Status						
	k) Charges						
	l) Issuing agency						
	m) Holding agency						
	n) Social Security number						
	o) Bail amount						
	p) Date of birth						
	q) Date served/recalled/ or canceled						
	r) Court Issued Domestic Violence Petition Number						
107.	The system must provide the ability to search warrant file by:						
	a) Date & time						
	b) Name						
	c) Address						
	d) Physical descriptors						
	e) Social Security numbers						
	f) Type of warrant						
	g) Warrant number						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Warra	nt and Summons						
	h) Court Warrant number						
	i) Court Issued DVP #						
108.	The system must provide on-line display or report of warrants outstanding by:						
	a) Name						
	b) Address						
	c) Warrant type						
	d) Charges						
	e) Warrant number						
	f) Patrol area						
109.	The system maintains a history of service attempts for the warrant.						
110.	When a service attempt is being recorded, there is an easy way to update the address of the subject maintaining a record of the old address.						
111.	Warrant maintenance including service attempts and names address update, may be done from a MPC.						

Record	Records Management Requirements-Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Warra	nnt and Summons						
112.	The system includes a report that prints active warrants, in name order, in a designated part of the City including:						
	a) Name						
	b) Date of Birth						
	c) Hair Color						
	d) Race						
	e) Weight						
	f) Warrant Number						
	g) Charges						
113.	When viewing the details of a warrant or Domestic Violence Petition, the system offers a link to branch to the details of the case to which it is related.						

Record	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Case N	Case Management						
114.	This file must assist police investigators in the management and cross-referencing of information collected on criminal activities. Some of the functions: stolen property investigations, and investigations in which tracking, searching, cross referencing information can help the investigator; names, aliases, known associates, vehicles, telephone numbers, drugs, firearms, methods of criminal operations, and related information.						
115.	The system must have the ability for an investigator to initiate a complaint/case record.						
116.	An investigator must be able to add supplemental information to the original case report.						
117.	Supervisors must be able to manage cases through on-line retrieval and review of open cases.						
118.	Supervisors must be able to display offense entries and make investigator assignments on-line.						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Case N	Case Management						
119.	Investigators must be able to update the master name files with AKA's and street names (monikers).						
120.	The system must be able to provide a report showing investigators' caseloads based on date of assignment. For example, a report should be available to show how many cases each person was assigned between certain dates.						
121.	The system must be able to provide a report showing investigators current case load and the status of each case within a user defined selected data range.						
122.	The system must allow the ability to print hard copies of the original complaint file.						
123.	The system must provide the ability to print an assigned case summary report by officer/ investigator with a selected division within a user-selected range.						
124.	An investigator must be able to update the original complaint file on M.O. code revealed through investigation (via security control).						

Record	Records Management Requirements-Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Case N	Ianagement						
125.	Users must be able to search for cases or persons based on M.O. codes.						
126.	The system must provide the ability to print a closed case summary report by officer/ investigator within a user defined date range.						
127.	The system must provide the ability to prevent duplicate entry of case clearance information based on complaint number.						
128.	The system must be able to list all individuals associated with a particular case (i.e. victims, suspects, witnesses, reporting party etc.).						
129.	Supervisors must be able to classify or reclassify case status at any time as in a user defined status such as open, closed, closed by arrest, reopened, etc.						
130.	The system must be able to associate stolen/recovered property by an investigator with a complaint record.						
131.	Crime management must interface with record's application to allow update and exchange of incident and complaint information.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Case I	Case Management						
132.	Crime management must also interface with the property and evidence modules.						
133.	NIBRS/UCR must automatically be updated from dispositions and offense codes entered through this module.						
134.	The system must allow ability to store unlimited narratives.						
135.	The Report Narrative must be searchable by content query and display all incident report #'s in which the information is found.						
136.	The system must allow for one or more detectives to be assigned to a given case.						
137.	The system includes an easy way for a supervisor to add and remove an investigator on a case.						
138.	The system must allow an easy way to move all cases assigned from one division or section to another division or section, in the event that the Organizational Structure is changed.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Special	Investigative Unit Considerations						
139.	Manchester Police Department has a Special Investigative Unit (SIU) that handles sensitive cases including drug case investigations. This requires secure features to delineate SIU investigations from other Department investigations.						
140.	The system provides security integrity of sensitive information involved in ongoing and past investigations.						
141.	The system security prohibits unauthorized persons from viewing case information including names, nature of the crime, property, comments and narratives.						
142.	The system contains a secure method of tracking evidence.						
143.	Suspect's name, associated with evidence submitted, can not be viewed by evidence technicians.						
144.	The system handles SIU evidence whereby non-SIU evidence handlers are prohibited from destroying needed evidence.						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Specia	Special Investigative Unit Considerations						
145.	The system handles tracking arrests that SIU personnel handle, which are non-Department arrests. These arrests are normally made in cooperation with other agencies, such as ATF, INS or State Police.						
146.	The system handles tracking arrests that SIU personnel handle, which are Department arrests.						
147.	The system tracks drug purchases by undercover officers, in a secure manner.						
148.	The system handles budgetary information for undercover drug purchases.						
149.	The system handles recording seizures of items such as drugs, money, guns and other property.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Domes	tic Violence Requirements						
150.	The system has a field associated with the case number that flags the case as being handled by the Domestic Violence Unit						
151.	Ability to email investigative reports, arrest reports, property reports, criminal records and NCIC III's through the RMS program.						
152.	Ability to pull specific demographic information from reports handled by the Domestic Violence Unit to compose a statistical report including the following:						
	a) Age						
	b) Gender						
	c) Race						
	d) Relationship of victim to offender						
	e) Number of Arrests						
	f) Arrest Charge Totals						
	g) Calls for assistance (All 911 and other calls made to law enforcement)						
	h) Incident reports (All responses to an incident as reported on an incident report)						

Records Management Requirements-Police		N	$oldsymbol{U}$	\boldsymbol{F}	M	Comments
Domestic Violence Requirements						
i) Cases/incidents investigated (All cases in which evidence was collected and witnesses interviewed relating to an incident)						
j) Arrests of predominant aggressor (Responses by law enforcement in which only the predominant or primary aggressor is arrested.)						
k) Dual Arrests (Responses by law enforcement in which two parties involved in the incident are arrested)						
l) Protection/ex parte/temporary restraining orders served (All incidents in which these types of orders have been served on offenders.)						
m) Arrests for violation of bail bond (All instances in which arrests were made of offenders who violated conditions set out in their bail bonds.)						
n) Enforcement of warrants (All instances in which warrants relating to these incidents were enforced.)						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Domes	tic Violence Requirements						
	o) Arrests for violation of protection order						
	p) Protection orders issued (All orders issued by law enforcement or at the request of law enforcement in a domestic violence case.)						
	q) Referrals of cases to prosecutor						
	r) Referrals of federal firearms charges to federal prosecutor						
	s) Domestic violence temporary protection orders requested						
	t) Domestic violence final protection orders requested						
	u) Domestic violence temporary protection orders granted						
	v) Domestic violence final protection orders granted						
153.	Ability to add fields to capture data required by grants.						

Record	ds Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Juven	ile Records Considerations						
154.	Special security must be provided to the juvenile files to prevent any person other than authorized juvenile officers or other authorized persons access to the files. Juvenile files must be clearly identified as such on-screen.						
155.	The system automatically seals juvenile records when a juvenile turns 19 years of age. Once sealed, special security must be in place to access these sealed records.						
156.	When a regular search of any name is conducted, the system displays names of adults and juveniles, but prohibits the viewing of details of juvenile criminal records, if there is no security clearance for viewing juvenile records.						
157.	The system has a field in the names record for identifying if the subject is on Parole or Probation and, if so, the contact information of the respective parole of probation officer.						

Record	ds Management Requirements-Police	Y	N	U	F	M	Comments
Prope	rty						
158.	Property, which is entered into the police property room, must be logged into this file. The system must log the description of the property, the related case number, bin number, owner information, case disposition and released or destroyed documentation. Property of any status, stolen, recovered, etc., must be documented in this file allowing the system to cross reference articles and identify lost and recovered property, etc.						
159.	The property module must have the following functions:						
	a) Stolen/lost/found/recovered property tracking						
	b) Evidence tracking						
	c) Registered/safekeeping property tracking						
	d) NCIC standards compliance						
	e) Continuity from stolen to property room to disposed						
	f) Chain of evidence						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Proper	ty						
	g) Investigator tracking						
	h) Purge/destroy/release scheduling						
	i)- Court scheduling						
	j) Disposition reporting						
	k) Property room location inquiry and report						
	l) Cross reference to related case numbers						
160.	Comprehensive reporting & inquiry interfaces with:						
	a) UCR/NIBRS						
	b) Master name index						
	c) Case file						
	d) Case management						
	e) Crime analysis						
	f) Related case numbers						
161.	The property file must provide the ability to maintain corresponding data elements for the following types of property:						
	a) Vehicles						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Proper	ty						
	b) Articles						
	c) Guns						
	d) Securities						
	e) Boats						
162.	The property file must provide the ability to maintain corresponding data elements for the following property categories:						
	a) Stolen						
	b) Recovered						
	c) Evidence						
	d) Holding						
	e) Pawned						
	f) Registration						
	g) Damaged						
	h) Fail To return						
	i) Lost						
	j) Other						

Recor	ds Management Requirements-Police	Y	N	U	F	M	Comments
Prope	rty						
163.	Property evidence disposition table must include the ability to determine current disposition of property entry. Code table must include, but not be limited to:						
	a) Flag to be auctioned						
	b) Flag to be destroyed						
	c) Flag to be pulled for court, identifying which court						
	d) Flag to be returned to owner						
	e) Sent to crime lab						
	f) Signed out by officer for court						
	g) Sent to prosecutor's office						
	h) Auctioned						
	i) Destroyed						
	j)- Returned to owner						
	k) Retained pending appeal or retrial						
	l) Flag for a court order						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Prope	rty						
164.	The system must allow searching for a particular property item and then branching to review details. After reviewing details, the system must allow immediately returning to the list of property items for further branching						
165.	The history of a property item must include the former locations of the item.						
166.	The system must allow the ability to reopen a property item that has been closed.						
167.	The system must allow a simple way to close a property item.						
168.	The system must offer a way to move all items in one location to another location						
169.	The system must offer a detailed report for a property item, executable from viewing the property item on the display						
170.	The system must do an automatic search of NCIC property files whenever a serial number is entered for a recovered or found item.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Proper	ty						
171.	This automatic NCIC check should be done when the evidence technician is handling the evidence, during the process of moving the evidence from temporary storage to a location in the evidence room.						
172.	The system must provide an officer with the option of automatically checking NCIC for a serial number on a piece of evidence, while on the same screen on which he enters the property in his or her report.						
173.	The system must offer major case reporting with an unlimited number reports associated with a case.						
174.	The system must offer a report of evidence to be destroyed or released based on the following factors:						
	 a) disposition of the associated charge and a time limit for appealing the court's finding for the charge 						
	b) an arrest exists						
	c) charge disposition (from court) indicates that the property may be released						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Proper	rty						
	d) no arrests can be made (exceptional clearance)						
	e) appeal options for arrested person are exhausted						
175.	The report for listing property that may be destroyed must automatically run to notify evidence technicians when conditions are met to destroy property						
176.	Evidence technicians must have security to process property for protected (secure) cases.						
177.	When reviewing case information for a case with property, the system must offer simple ways to perform the following tasks:						
	a) determine if there has been an arrest on the case						
	b) Branch to court dispositions if there is an arrested person associated with the case,						
	c) find who is the primary investigator on the case						
	d) flag charges that are under appeal						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Proper	ty						
	e) branch to details of cases that are related.						
178.	The system must offer a separate disposition with each charge, including a separate disposition for each count of each charge.						
179.	The system must offer an unlimited text field for the description of the charge disposition.						
180.	When an officer writes a report, the system must assign a unique identification number for the property item that will remain unchanged.						
181.	The system must offer a list of all property items, entered into temporary storage, to the evidence technicians for processing.						
182.	After viewing a simple list of property items, then branching to details, the system must permit the user to branch back to the simple list and scroll up or down to continue to search this list.						
183.	The system must have the ability to attach a photo to the property record						

Record	ds Management Requirements-Police	Y	N	U	F	M	Comments
Prope	rty						
184.	The vendor shall propose a bar code system to support the tracking of evidence movement. These shall be portable bar code readers that permit the user to move about collecting scanned data. The system shall permit the uploading of data from the bar code to the RMS system via a cable/ and wirelessly within the Police Department.						
185.	A total of two bar code readers shall be supplied with the system.						
186.	The system must offer an integrated bar coding system with the use of portable hand-held bar code readers and printers.						
187.	Bar coding must be available but not required to use the property system						
188.	Bar code labels must include all entered descriptors on at least 10 pt aerial font						
189.	Bar code must be no larger than 4" by 4"						
190.	Whenever a serial number for an item of property is entered, anywhere in the system (including report writing), an automatic search is performed on the database, notifying the user of a match.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Proper	rty						
191.	The system includes an on-line query to search for any or group of property items in the system.						
192.	The Property subsystem includes the ability to maintain Pawn Slip information including:						
	a) The seller's identification						
	1) Name						
	2) DOB						
	3) Address						
	4) Telephone Number						
	b) The pawn shop identification						
	c) Items sold to the pawnshop, in NCIC property format, including.						
193.	Pawn slips are integrated with the Names system						
194.	Pawn slips are integrated with the case number system so that if a match between a serial number that was reported in a case, the user is automatically alerted with the case number and property information.						

Recor	Records Management Requirements-Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Property							
195.	Pawn Slip entry is integrated with NCIC, so that when a user enters the serial number of a pawned item, the system prompts the user to automatically check NCIC.						

Records Management Requirements-Police		Y	N	$oldsymbol{U}$	F	M	Comments
Person	nel Management						
196.	The system must provide for the input and maintenance of personnel information, such as scheduling and skills.						
197.	The personnel system must allow for the maintenance of employee training information, to include classes taken, certifications held and notification of expiration of certifications.						
198.	The personnel system must allow for the maintenance of employee qualifications i.e. skills, knowledge, & abilities information.						
199.	The system must provide ability to maintain records on employees with user defined special skills.						
200.	The system must provide the ability to print a summary of department personnel listing sorted by, but not limited to:						
	a) Seniority date						
	b) Employee rank						
	c) Employee name						
	d) Employee ID number						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Person	nel Management						
	e) Groups						
	f) Shifts						
	g) Combination of above						
201.	The system must allow for the entry of individual schedules.						
202.	The system must allow for scheduling to be performed in batch mode by platoons or groups.						
203.	User must be able to define earned time accumulators.						
204.	The system must provide the ability to maintain records on; and report on special report on special occurrences. Examples: commendations, disciplinary actions, etc.						
205.	The system must accommodate hourly based or day based transactions, such as sick days, days on, days off, etc.						
206.	The system reporting must generate selective information including:						
	a) Accumulated time						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Person	nel Management						
	b) Analysis of time off, including sick time, vacation time and normal days off.						
207.	The system must provide the ability to interface with the City's Payroll and Human Resources systems (HTE).						
208.	The system allows for all personnel to be scheduled						
209.	The system allows multiple schedule patterns, such as 4on/2off pattern, Saturday-Sunday-Holiday pattern and other patterns.						
210.	The system allows recording a batch schedule in the future, by groups and shifts. For example, some groups work 4-month shifts. We require the ability to build a 4-month shift, then build another 4-month shift with people in different groups and shifts.						
211.	Security features permit some staff to view the schedule but not change it.						
212.	The system maintains records of employees who swap schedules (work for each other.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Person	nel Management						
213.	The system permits authorized users to make changes on sick time, vacation, time coming, etc						
214.	The system includes an audit record of changes in the system including who made a modification and when a modification in scheduling was made.						
215.	The system visually shows sick patterns, including the following circumstances:						
	 a) Using sick days in conjunction with days off 						
	b) Series of sick days on the same weekday.						
216.	The system provides a list of available staff from which to fill vacancies						
217.	The system offers a quick reference to view a text narrative of Department guidelines for supervisors to fill-in positions. The system offers users an easily maintained text narrative.						
218.	A supervisor representing each division can schedule and submit a daily roster electronically.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Person	nel Management						
219.	The system includes an approval process for a submitted schedule to be approved by authorized users, before the submitted schedule is committed.						
220.	The system permits staff to request time off via the computer.						
221.	The system allows the viewing of individual employee schedules by everyone or by permission levels.						
222.	The system easily identifies days with shortages and/or overages, graphically on a monthly calendar, whereby those days are color-coded.						
223.	The system assigns primary officers to a specific unit for batch. For example Off. Smith is assigned to Unit 22 everyday he works.						
224.	The system assigns secondary officers to a unit when the primary officer is off for example, Off Jones is always assigned to Unit 22 on Off. Smith's day off.						
225.	The system allows divisions to approve their respective portion of the roster						

Record	ls Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Person	nel Management						
226.	The system allows the option to permit or prohibit viewing of a schedule from a mobile PC.						
227.	The system tracks FMLA sick days.						
228.	The system offers the users a quick and simple way to display (and print) the names and phone numbers of all officers who have a special skill such as Special Reaction Team members.						
229.	The system contains a one-page Roster Summary Report including the same information as on 'RMS Roster Form.xls'.						
230.	The one-page Roster Summary Report may be printed for each of the following shifts:						
	a) 0001 hrs to 0800 hrs						
	b) 0801 hrs to 1600 hrs						
	c) 1601 hrs to 2400 hrs						
231.	The system restricts access to changing the schedule						
232.	The system allows administrators to set the level of auditing to record online transactions, such as who changed a schedule and when this was done.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Traini	Training Management						
233.	The system maintains training class schedules, course syllabuses, instructors, class size or limits, etc						
234.	Supervisors shall be notified in advance of required evaluations.						
235.	The system records the status of evaluations returned by evaluators.						
236.	The system provides notification of missing and incomplete evaluations.						
237.	Individual personnel files shall be retrievable, in full or in part, by employee name and/or number.						
238.	A generalized search capability shall also be available to identify personnel with specific skills and experience and to facilitate analyses of Departmental personnel makeup and performance.						
239.	Rosters, including selected summary employee information, shall be retrievable by individual, organizational entity, or for the entire Department.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Trainii	ng Management						
240.	The system includes a training schedule and history						
241.	The system tracks the following Physical Fitness categories for each applicable employee:						
	a) Re-certification						
	b) History of testing						
	c) Re-Certification Due Date						
	d) Charts and graphs for performance comparison						
	e) Body fat						
	f) Rating						
	g) Automatic Fitness program recommendations						
	h) Automatic Dietary program recommendations						
242.	The system automatically alerts appropriate training personnel about required re-certification training including:						
	a) Use of force						
	b) Instructor Certification						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Traini	ng Management						
	c) Firearms						
243.	The system prints a report in the format of the New Hampshire State Police Standards and Training Form F. (See XII. GENERAL EXHIBITS, G. NHSP S&T FORM F.)						
244.	The system includes a report for active Police Officers who are due for training types such as:						
	a) Physical Training						
	b) Use of Force						
	c) Firearms						
	d) etc						
245.	The system creates a report to include:						
	a) Training Dates						
	b) Training Due						
	c) This may be sorted by:						
	1) Type of training						
	2) Date						
	3) Name						
	4) Social Security Number						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Traini	ng Management						
246.	The system allows data entry for the following fields for a scheduled course:						
	a) Name						
	b) Course Date						
	c) Course Title						
	d) Course Location						
	e) Length of course in days and/or hours						
	f)- Scheduled training dates						
	g)- Accepted or Denied						
247.	The system automatically notifies Training Officers of identification of remedial training recommendations, including:						
	a) Name of subject in need of training						
	b) Title of Course						
	c) Date of Course						
248.	The system sends automatic reminders for instructor certification expiration dates including the following types of certification:						
	a) Firearms						

Record	s Management Requirements-Police	Y	N	U	F	M	Comments
Trainii	ng Management						
	b) OC Spray						
	c) Intoxilizer						
	d) Armorer Certification						
249.	The system stores Certification expiration dates.						
250.	The system includes a training database of the CAD/RMS for training new users.						
251.	The system provides security for supervisors to view employees' certification.						
252.	The Training subsystem has a direct interface with the CAD subsystem to permit dispatchers to quickly and easily view officers who are currently certified for a skill such as Intoxilizer.						
253.	The system records the time when an instructor acts in an instructor capacity to contribute the time spent towards certification requirements.						
254.	The system keeps a history of instructors' efforts including:						
	a) teaching time						

Records Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Training Management						
b) Number of Students						
c) Teaching locations						
d) Length of class						
e) Course topic						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Invent	ory						
255.	Many divisions need inventory management. The desired features include:						
	a) Budgetary Comparison option						
	b) Includes a bar coding system option that is not required to be used with the system						
	c) Allows for use of a portable computer in stockroom with downloading to inventory database						
	d) Reorder points						
	e) Permits user to custom design purchase order request forms from a spreadsheet such as Microsoft Excel. See 'Purchase Request Form.xls'.						
	f) Support for lending (library style)						
	g) The Inventory database must be able to have fields added and redefined without losing existing data.						
256.	Data to be available must include but not be limited to :						
	a) ID #						

Records Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Inventory						
b) Class						
c) Type						
d) Description						
e) Unit						
f) Budget amount for item						
g) Cost						
h) Make						
i) Model						
j) Quantity						
k) Total Value – Total Stock on hand						
l) Total Stock on hand						
m) Location						
n) Division						
o) Status						
p) Remarks						
q) Serial Number						
r) Assigned to						
s) Date assigned						
t) Motor Vehicle Number						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Invento	ory						
	u) MV Date assigned						
_	v) MV Date acquired						
	w) Replace Date						
	x) Maintenance Due Date						
	y) Issued By						
257.	When an item is issued to a subject, it is deducted from the overall count of inventory						
258.	Equipment Issue Reports are available for which persons sign indicating:						
	a) Items received						
	b) Issue Date						
259.	A report is available to create categories of equipment issue forms. For example a form is available for new officers to sign for standard items to be issued. Another list of items is available for SRT Team officers.						
260.	A report is available by officer listing history of items issued including:						
	a) Item						

Recor	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Inven	Inventory						
	b) Date Issued						
	c) Remarks						
261.	A financial report is available, by date range listing amount of money spent broken down by Class and Type.						
	a) must allow user to define up to ten issuers for this report parameter						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Traffic	Accidents						
262.	The format of the screens for data entry of traffic accidents must resemble New Hampshire State Traffic Accident Reports. (See XII. GENERAL EXHIBITS, H. NH ACCIDENT FORM and I. NH ACCIDENT SUPPLEMENTAL FORM.)						
263.	All fields entered on an accident report must become part of the database for searching and running reports.						
264.	This file must do monthly, quarterly, and yearly reports on high accident location, among other statistical reports concerning this file.						
265.	System capable of changing the state form format when required by the state.						
266.	The NH State Traffic Accident Reports MUST be available in the cruisers (MPC)						
267.	The user must be able to fill in the codes on the sides of the accident report by using drop down menus for each field. (See XII. GENERAL EXHIBITS, J. ACCIDENT TEMPLATE FORM.)						
268.	This file must have the ability to:						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Traffic	Accidents						
	a) Add a traffic incident.						
	b) Determine the frequency of traffic incidents by type of accident.						
	 c) Review accidents on-line based on month to month comparison. 						
	d) Review accidents on-line based on 12 month ending date.						
	e) Review accidents on-line based on frequency at a location.						
269.	The system must offer simple selection of windows based printers.						
270.	The transmit button should be the same on all screens						
271.							
272.	The system allows easier address validation for local addresses						
273.	The system offers a search for accidents on an entire street including all intersections on the street without having to specify each intersection; on one report						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Traffic	Accidents						
274.	The system includes the following modules: Accident reports, tows and bikes all done in the system; not separate databases						
275.	The system is integrated between Towed Vehicles and Traffic Accidents.						
276.	The system has an option to email and bill reports to insurance companies						
277.	The system has an option to automatically print reports.						
278.	The system offers auto filing of previous information when entering data on one accident						
279.	The system contains an Accident Report drawing module/component.						
280.	The system performs vehicle plate checks linked to the boot list						
281.	The system offers an option to print State of NH Traffic Accident Reports on 2 sides						
282.	The system offers users a simple way to search any and all fields of a State of NH accident report.						

Records Management Requirements-Police		Y	N	$oldsymbol{U}$	F	M	Comments
Traffic	Accidents						
283.	The system allows users to report all types of traffic accidents including personal injuries, fatalities and hit & runs.						
284.	The system offers a report to include, but is not limited to, the following parameters:						
	a) Location						
	b) Date Range						
	c) Any combination						
285.	The system must offer users the ability to view accident reports on-line, in the format of a State of NH accident report; and easily branch to any investigative reports for the accident.						
286.	The system offers an option for on-line approval of accident reports						
287.	The system prohibits unauthorized users from viewing unapproved accident reports						
288.	The system offers system security whereby accident reports may not be changed after approval, without authorization and with a full audit trail.						

Record	ds Management Requirements-Police	Y	N	U	F	M	Comments
Traffi	Traffic Accidents						
289.	Authorized users must be able to add nodes to an accident report whether the report has been approved and unapproved.						
290.	System compatible to insert disk from state w/nodes to automatically fill in the nodes section on state accident report when the user enters the location on the accident form.						
291.	The system allows a user to print the accident report with one click.						
292.	The system offers a case disposition of 'Exchanged Information' whereby the accident report (if existent) is not filed with Manchester Police Department						
293.	System must have required fields for the users to fill in the names and plate numbers on "exchanged information" accidents						
294.	The system must offer a search for names that are entered in the narrative section of an accident report.						
295.	The system should be able to print a report of all accident reports listing finished reports, unfinished reports and any report pending approval						

Record	Records Management Requirements-Police		N	U	F	M	Comments
Traffi	Traffic Accidents						
296.	The system should be able to "flag" the user if a report is finished, unfinished, under investigation, court (w/an option to type a court date) or pending approval therefore notifying the user whether or not the report is releasable.						
297.	System can search for listings of accidents by a specified range of date and time. Example: 1/1/05 1500-2400 hrs to 1/31/05 1500-2400 hrs						
298.	System can report a total number of accidents by type of accident: accident, accident with personal injury, Fatal, H&R for any specified date and time range.						
299.	The system includes a report that identifies the locations of the most accidents within a user-defined time frame, with the total number of accidents at each location.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Stolen	Stolen/Impounded Motor Vehicles						
300.	The system must accommodate vehicles that are recovered, stolen, suspect, impounded, etc. All related vehicle information must be listed along with the owner and/or driver information. This file must also track how long a towed vehicle has been impounded.						
301.	The system includes a Hot Sheet report available on line that lists vehicles that this agency identified as actively stolen or in unauthorized use status, including the following descriptors:						
	a) Plate						
	b) Year						
	c) Make						
	d) Model						
	e) Colors						
	f) Date of Reported Theft						
	g) Case number of Reported Theft						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Stolen	Stolen/Impounded Motor Vehicles						
302.	This Hot Sheet Report is quickly available on MPC's or on in-house computers, with little user intervention.						
303.	The system has an interface to NCIC, whereby when a user enters a stolen motor vehicle in the RMS system, it is automatically entered into NCIC.						
304.	If an officer reports a stolen motor vehicle, the report is automatically electronically sent to dispatchers to enter the stolen vehicle on NCIC. This does not automatically occur with unauthorized use.						
305.	The system requires the recording of the following information whenever another agency reports the recovery of a motor vehicle that was reported stolen from Manchester.						
	a) Other agency's name						
	b) Contact name						
	c) Contact phone number						
	d) Whether or not any arrests were made						
	e) Condition of vehicle						

Record	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Stolen/	Impounded Motor Vehicles						
	f) Tow Company						
306.	The system includes the ability to track a bait car on a GPS map.						
307.	The system has an interface to another system whereby a bait car automatically notifies MPD Dispatch if the ignition is tampered with.						
308.	The system has an interface to another system whereby Dispatchers can power off a bait car.						
309.	The system has a quickly run report that lists subjects convicted of stolen motor vehicles; available from a MPC or in-house computer, including the following information:						
	a) Name						
	b) Date of Birth						
	c) Address						
	d) Sex						
	e) Height						
	f) Weight						
	g) Hair color						

Records Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Stolen/Impounded Motor Vehicles						
h) Race						

Record	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Traffi	Traffic Summonses/Citations						
310.	Both traffic citations and warnings must be listed in this file. This file must also accommodate violations made by pedestrians and bicyclists. It must document the subject, driver, and vehicle information. A description of the location of the violation along with the violation number is required.						
311.	The system must allow the user to change the case number of a citation without deleting and re-entering the details of the citation, but should have an audit trail.						
312.	The system must display the charge description in addition to the charge code, when inquiring on a selected citation.						
313.	The system has the capability of looking up a citation by case number, citation number or name.						
314.	Users are able to change the citation number in the event of data entry error without having to re-enter the citation, but with an audit trail.						

Records Management Requirements-Police		Y	N	U	F	M	Comments
Traffic	c Summonses/Citations						
315.	When displaying a citation, the screen displays the entire charge description without truncation.						

Record	s Management Requirements-Police	Y	N	U	F	M	Comments
Bicycle	e Registrations						
316.	This system must document all person(s) name, address, registration number, serial number, make, color, value, and issued date on each bicycle registration form.						
317.	All fields must be searchable						
318.	Issue date must be automatically filled in as each new registration is entered.						
319.	All fields must be filled in when entering a new bicycle registration.						
320.	Must be able to do reports by date: monthly, quarterly and yearly						
321.	The system is linked with evidence, RMS and CAD to the bicycle registration module to flag user that bicycle is registered in system.						
322.	The system has a way to invalidate bicycle registrations, with user-defined reasons for invalidation.						
323.	Must be able to print a report with specified fields chosen and dates.						

Records Management Requirements-Police		Y	N	U	F	M	Comments
Bicycl	e Registrations						
324.	Bicycle Registration must be able to be printed in the same format as the form. (See XII. GENERAL EXHIBITS, K. BICYCLE PERMIT FORM.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Report	Entry/Report Writing						
325.	Record entry processing may be interrupted and continued at a later time.						
326.	Once a record entry is completed, a report may be printed.						
327.	The system will automatically perform name check to see if the person being entered on a report has prior experience in the department's database, based on name and DOB. If a match is identified, the system will offer the user the option of filling in the fields with the existing information.						
328.	Supervisors may be assigned security to approve reports						
329.	The system must allow for self-approving reports.						
330.	Reports that fail the approval can be marked with remarks and sent back to the officer filing the report.						
331.	Some officers are permitted to view a report before it is approved						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Report	Entry/Report Writing						
332.	During the approval process, supervisors may give read access, which is limited to specific divisions or specific individuals.						
333.	Some entire case information may be restricted from viewing; not just restricting the narrative, for example drug investigation cases.						
334.	Record entry will serve, but not be limited to, the following reports:						
	a) Incident Report						
	b) Supplemental Report						
	c) Field Inquiry						
	d) Arrest/Booking Report						
	e) Property Report						
	f) Person Report						
	g) Traffic Accident Report w/ drawing templates for street intersections						
	h) Citation Report						
	i) Warnings						
335.	Photos can be embedded into the report, including the printout.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Repor	t Entry/Report Writing						
336.	Digital Video can be embedded into a report for viewing						
337.	Pressing of a function key or single mouse click will display current data for a specific report.						
338.	Once approved, data from a report can not be changed.						
339.	Users can select to print current report or select to print original reports that were filed or any portion thereof, e.g. print page 3 only of a report.						
340.	The system automatically checks for NIBRS completeness upon submitting.						
341.	If NIBRS errors are identified upon submitting, the officer is given instructions for correcting the errors; and is advised to correct and re-submit the report.						
342.	The system allows for only one Initial Investigative Report per case number.						
343.	The system allows for an unlimited number of Supplemental Reports per case number.						
344.	The system offers a list of State of NH RSA's with descriptions and definitions						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Report	Entry/Report Writing						
345.	The system maintains word processing formatting such as bold, tabs, indentation, etc.						
346.	Evidence taken in includes a field for an officer name, which is associated with the item for evidence tracking.						
347.	The system offers an option for the officer to perform an NCIC check, when a piece of property is recovered and has a serial number.						
348.	The system has the option of maintaining audit logs to track who has viewed a report; and when this was done.						
349.	The system has the option of maintaining audit logs to track who has printed a report and when this was done.						
350.	If an officer is performing data entry on a name, the system will identify if the name is already on the report and officer the option of completing the fields for the same name.						
351.	The report writing subsystem includes a printout to be attached to each piece of evidence that is being reported on the case.						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Report	Entry/Report Writing						
Laptop	PC Report Entry						
352.	Must work with any IBM compatible PC.						
353.	Windows or Web based entry required.						
354.	All functions for writing a report from an in-house desktop computer are available on a mobile computer, including arrest reports.						
355.	Must serve the following reports:						
	a) Incident and supplemental						
	b) Names						
	c) Narrative						
	d) Property						
	e) Traffic Accidents						
356.	Static and Geo data must reside on each laptop for edits.						
357.	All data entered on the lap top must be edited by the system.						
358.	All input must conform to State reporting standards.						

Record	ls Management Requirements-Police	Y	N	\boldsymbol{U}	F	M	Comments
Repor	t Entry/Report Writing						
Lapto	p PC Report Entry						
359.	Data must be capable of being downloaded to server.						
360.	Main program must allow conflict resolution before actual update of database.						
361.	Mugshots are embedded on a subject's record when viewed from a cruiser's MPC.						
362.	Mapping software on a MPC displays the location of the call to which the unit is being dispatched.						
363.	Supervisors may review and approve reports from their MPC.						
364.	The system has an option for new users whereby the system steps officers through completing a report. Advanced users may use a different method of completing a report.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Field I	nterviews						
365.	This file must allow for a detailed list of subject's personal description, school, home, work, vehicle, and prior criminal history information. The purpose for the Field Interview Report is to document the location of persons under suspicious circumstance. A field interview must include remarks for the field interview.						
366.	The field interview reports are integrated into the Master Names Index to include the following:						
	a) Case number						
	b) Alias and street name						
	c) Related cases						
	d) Accomplices						
	e) Name flags such as weapons, probation/parole, drugs, alcohol, curfew, bench warrant, mental, sex offender						
	f) Multiple license plates/vehicles associated with subject						
	g) Gang affiliation						

Record	ds Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Field 1	Interviews						
367.	The system includes a way to alert another individual or division to review the field interview						
368.	Field Interviews may be recorded on a MPC or Desktop computer.						
369.	Photos may be attached to a field interview for embedding in a subject's record.						
370.	Photos taken from field interviews may be removed after one year from the field interview with a simple batch process.						
371.	The system includes a report to provide statistics on subjects who were field-carded within a user-defined date/time range, by:						
	a) age						
	b) race						
	c) sex						
	d) total field cards created						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Crime	Analysis Functions						
372.	The system must provide the ability to capture Crime Analysis related data in the complaint report file and produce the following reports in the crime analysis module:						
	a) Date of offense						
	b) Time of offense						
	c) Location of offense						
	d) Description of the type of premises						
	e) Type of offense						
	f) Method and point of entry						
	g) Description of weapons used						
	h) Description of tools used						
	i) Victim date (age/relationship)						
	j) Type of property stolen						
	k) Suspect vehicle description						
	l) Suspect description						
	m) M.O. parameters						
	n) Value of property stolen						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Crime	Analysis Functions						
	o) Value of property recovered						
373.	The system includes an interface to The Omega Group's CrimeView2000 system						
374.	The system includes and interface to ESRI mapping						
375.	The system must provide the ability to print a report which targets specific type of crimes based upon the following:						
	a) Location (specific address) of occurrence						
	b) User selected crime type						
	c) Specific crime patterns						
	d) Geographical groupings of crimes						
	e) Similar type of victims						
	f) Common M.O. of crime						
	g) Suspect vehicle description						
	h) Suspect physical description						
	i) Tools Used						
	j) Weapons used						
	k) Property targeted for theft						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Crime	Analysis Functions						
	l) Point and method of entry						
	m) Scene category of crime						
	n) Crime attempts						
	o) Theft category of crime (shoplifting, from buildings, from vehicles)						
376.	The system must provide the ability to retrieve suspect names based upon:						
	a) Alias(s)/nicknames						
	b) First name						
	c) Physical description						
	d) Physical characteristics						
	e) Known associates						
	f) M.O. 's (Up to 10 M.O.'s in one search)						
	g) Prior arrests of types of crimes						
	h) Flagged names such as Registered Sex Offenders						
377.	The system must provide the ability to retrieve suspect vehicle information based upon:						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Crime	Analysis Functions						
	a) Model year of vehicle						
	b) Make of vehicle						
	c) Top/bottom color of vehicle						
	d) License plate of vehicle						
	e) Partial license plate of vehicle						
	f) Make and model of vehicle						
	g) Make and style of vehicle						
	h) Combination of above						
378.	The system must provide the ability to retain information on vehicles obtained through:						
	a) Field interview records						
	b) Arrest						
	c) Complaint reports						
	d) Citations/moving violations						
	e) Accident reports						
	f) Want and warrant records						
	g) Suspect vehicles file						
	h) Impounded vehicles						

Record	ds Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Crime	Analysis Functions						
379.	The system must provide the ability to retain following information on known offenders:						
	a) Sex offenders						
	b) Narcotics offenders						
	c) Parolees						
	d) Court probationers						
380.	The system must provide the ability to retain the following information on fingerprints:						
	a) Via subjects identified through complaint report						
	b) Fingerprint classification for each digit						
	c) Type classifications of fingerprints						
381.	The system must provide the ability to capture and retrieve juvenile information including:						
	a) Juvenile demographic information						
	b) Juvenile personal characteristics						

Record	s Management Requirements-Police	Y	N	U	F	M	Comments
Crime	Analysis Functions						
382.	The system includes reporting statistical reports for any combination of NIBRS fields						
383.	The system provides a comprehensive report for arrest details and statistics including:						
	a) Arrests with a user-defined time frame for unlimited charges.						
	b) Names of persons arrested for a specific charge, a (user-defined) minimum number of times, within a user-defined time frame.						
384.	The system includes a report that identifies the addresses with the highest number of calls within a user-defined date/time range. This list is in order of the highest number to the lowest number.						
385.	The system includes an ad hoc and SQL reporting system, so users may run their own reports to meet Department needs.						
386.	A documented table structure, including indexes, of the database is provided to allow ad hoc and SQL reports to be written.						

Records Management Requirements-Police		Y	N	U	F	M	Comments
Crime	Analysis Functions						
387.	Technical support for writing ad hoc and SQL reports is included in the annual maintenance.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Patrol	Management Requirements						
388.	Patrol Supervisors require printed reports and on-line inquiry functions to enable them to monitor and manage the activities of patrol officers.						
389.	The system includes a report that supervisors may display or print that includes, but are not limited to, the following totals or details, by user-defined date range:						
	a) Summonses Issued						
	b) Motor Vehicle Stops						
	c) Filed Cards Issued						
	d) Arrests without Warrants						
	e) Arrests with Warrants						
	f) Parking Tickets Issued						
	g) Calls responded to						
	h) Initial Reports written						
	i) Supplemental Reports written						
	j) Subpoenas Served						
	k) Accident Reports						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Patrol	Management Requirements						
390.	The system includes a comprehensive report showing an analysis of time spent during a user-defined time frame.						
391.	The system includes a report that breaks down the Traffic summonses issued by the number of each charge within a user-defined date range.						
392.	The system includes a Daily Bulleting including the information that is in the Daily Bulletin Form. (See XII. GENERAL EXHIBITS, L.DAILY BULLETIN FORM.)						
393.	The daily bulletin can be accessed from any MPC or in-house desktop.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Calls fo	or Service Reports						
394.	Call-for-service analysis report providing user-selected fields such as date/time; call/type/location/officer assigned.						
395.	Daily summary by call type and reporting district/ zone.						
396.	Incident summary for any time period: date, week, month						
397.	Calls-for-service report by the source of call.						
398.	Calls-for-service report by the dispatched agency.						
399.	Call-for-service summary report by shift.						
400.	Daily calls-for-service report by shift (radio log).						
401.	Response time analysis report by reporting district/priority of call.						
402.	Response time analysis report by day of week/time/priority.						
403.	Call activity report by time-of-day/day of week format.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Calls fo	or Service Reports						
404.	Call activity summary report by hour of day.						
405.	Call activity summary and percentage by sector/grid activity.						
406.	Call activity summary and percentage reported by shift.						
407.	Call classification by shift report.						
408.	Call activity by patrol/reporting district summary report.						
409.	Calls-for-service report by unit and date.						
410.	Response time reports allowing user to calculate call to dispatch, call to arrival, call to clear times as needed.						
411.	Calls-for-service breakdown by month report with raw totals and percentages.						
412.	Search capabilities on completed calls-for- service are provided using any criteria or combination of criteria the user desires. (I.e. date, time or time range, location, call type code, patrol area, disposition, dispatcher ID, officer assigned, block range).						

Record	ds Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Alarm	Alarms						
413.	The system must be able to maintain the following information:						
	a) Unlimited alarm types per location						
	b) Unlimited alarm numbers per location						
	c) Address						
	d) Physical location(s) of the alarm(s)						
	e) Phone number for physical location(s) of the alarm(s)						
	f) Unlimited alarm companies per location						
	g) Installed date						
	h) Expiration date						
	i) Unlimited text length for information/procedures						
	j) Means of notification						
	k) Reason for exemption (when applicable)						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Alarms	5						
	l) Billing name by individual and business						
	m) Billing address						
	n) Billing Phone Number						
	o) Up to five contact names with at least three phone numbers per contact						
414.	The system must be able to automatically track the number of alarm occurrences.						
415.	The system must be able to calculate by user defined parameters how many of the alarm occurrences are billable.						
416.	The system must notify the user that an alarm occurrence was at an unregistered alarm (when applicable) and allow the user to go directly to an alarm file to add the alarm to the system.						
417.	The system must allow the user to manage alarm occurrences with any of the following options:						
	a) Charge for alarm occurrence						
	b) Don't charge for alarm occurrence						
	c) Remove alarm occurrence						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Alarms	5						
	d) Hold an occurrence in a "pending" status for future review						
	e) The user must be able to go to an alarm occurrence after it has already been charged and make adjustments in the form of debits and credits.						
418.	The user must be able to debit and credit the following with a date and comment:						
	a) False alarms						
	b) Unregistered fines						
419.	The system must allow the user easy access to an alarm history/reconciliation screen that will provide the entire history for an alarm.						
420.	The alarm history/reconciliation screen must provide a list of the following information (with the option of a specific date range) to the user's choice of printing to the screen or a printer.						
	a) Date of transaction						
	b) Transaction description						
	c) Associated incident number						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Alarms	3						
	d) Dispatch disposition						
421.	The alarm history/reconciliation screen must also provide the following year to date information either in a window or through a single key-stroke:						
	a) Number of false alarms charged						
	b) Number of false alarms not charged						
	c) Number of false alarms waiting to be processed						
	d) Total number of false alarms						
422.	The year to date summary must also include the following information for false alarms, registrations and unregistered alarm fines:						
	a) Dollar balance brought forward						
	b) Billed amount						
	c) Payment amounts						
	d) Credits						
	e) Balance Due						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Alarms	6						
423.	The system must track all alarm calls either valid or false and enable warning letters and bills to be sent to alarm abusers as defined by the user.						
424.	The system must allow for the posting and tracking of payments for false alarms, registrations and unregistered alarm fines.						
425.	The system provides for the invoicing of false alarms.						
426.	The system allows for separate charges for first time registration and annual reregistration.						
427.	The default date for payment posting must be the date that the transaction is being entered.						
428.	The user must be allowed to enter comments pertaining to a specific payment.						
429.	The system must allow for printing of the entire alarm record for the registrar's records.						
430.	The alarm portion of the software must interface to the computer aided dispatch portion of the software.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Alarms	S						
431.	The system must require qualifying codes designating which calls to the CAD portion will indicate an alarm.						
432.	Information about an alarmed address must be available to CAD call taker/dispatch screen, including:						
	a) Contact names and phone numbers						
	b) Address Flags						
	c) Alarm account narrative with unlimited space for special instructions/considerations.						
433.	Alarm data available to dispatcher must include:						
	a) The location and cross street						
	b) The name of business/resident						
	c) The reporting party's name						
	d) The telephone number of the reporting party						
	e) The telephone number of the business/resident						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Alarms	5						
	f) The type of alarm such as audible, silent, burglary, robbery, personal distress, etc.						
	g) Other pertinent information such as motion detectors, contact points, etc.						
434.	The system requires a reports menu which allows users to track and handle alarms by:						
	a) Number						
	b) Address						
	c) Business or other name						
	d) Balance due						
	e) Alarm company						
	f) Billing name						
	g) Chargeable occurrence						
	h) Date installed						
435.	False Alarm listings by number, address, business or other name and by jurisdiction.						
436.	False Alarms by user-selected incident date.						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Alarms	S						
437.	Identify alarm abusers who have exceeded user-defined parameters for warning letters and/or billing invoices.						
438.	Automatically print false alarm warning letters and/or billing invoices based on verification.						
439.	The system must include the option to print alarm bills or notices for only those alarms with a balance due.						
440.	The system must include the option to print alarm bills or notices for only those alarms with overdue balances.						
441.	The system must include the option to print alarm bills or notices for only expired alarms.						
442.	The system must track false alarm cash receipts.						
443.	The system must maintain false alarms adjustment register.						
444.	The system must track trial balances.						
445.	The system must print delinquent notices.						

Records Management Requirements-Police		Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments	
Alarms	S							
446.	Building a common name of an address must be quickly available for the user while creating or changing an alarm account.							
447.	View details of incidents branching from the alarm history, if permissions allow.							
448.	Easy way to setup alarm accounts at addresses with multiple units, even if units are not yet created in the Geo Setup.							
449.	Automatically add interest penalties in percentage, for late bills.							
450.	False alarm bills must print each chargeable false alarm during the billing period, including case number, date and time of the alarm.							
451.	When changing the location of an alarm, the contact persons are changed to the new address in the Geo table.							
452.	The alarm bills must allow for graphics on the bill.							
453.	The system must allow an easy way to create address flags (with an option for narrative) by easily branching from the alarm account.							

Record	Records Management Requirements-Police		N	\boldsymbol{U}	F	M	Comments
Alarms							
454.	The system must have an option where the alarm's expiration date is extended to an additional year if a new alarm holder registers within a user-defined time period before the alarms expire.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Interna	nl Affairs Subsystem						
455.	The system offers a way to record internal affairs cases.						
456.	The system includes user-defined Types of internal affair cases, including:						
	a) Citizen Complaints						
	b) Internal Complaints						
457.	The system includes user-defined Categories of complaints for each category such as, but not limited to, the following types:						
	a) Rudeness						
	b) Excessive Force						
	c) Inadequate Police Service						
	d) Biased-Based						
458.	The system includes user-defined Classes of complaints including, but not limited to, the following:						
	a) Race						
	b) Gender						
	c) Age						

Record	Records Management Requirements-Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Interna	al Affairs Subsystem						
	d) Past Complaints						
459.	Each complaint contains a field for a disposition such as the following:						
	a) Unfounded						
	b) Substantiated						
	c) Unsubstantiated						
	d) Exonerated						
	e) Policy Failure						
	f) Violation of Standard Operating Procedure						
460.	The Internal Affairs subsystem includes a link to view the Department's Standard Operating Procedures, which are in the form of a .pdf file						
461.	The system includes a user-defined field for Disciplinary Action including:						
	a) Not Applicable						
	b) Formal Discipline						
	c) Written Reprimand						
	d) Verbal Reprimand						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Intern	al Affairs Subsystem						
	e) Counseling						
462.	The system includes a field to identify the Internal Affairs Investigator.						
463.	The system flags each case by the following:						
	a) MV accident						
	b) Sick time						
	c) Pursuit						
	d) Use of force						
464.	The system includes a way for Internal Affairs to write investigative reports with links to the case.						
465.	The system includes statistic reports on the frequency of the following:						
	a) Motor Vehicle Accident						
	b) Sick Time						
	c) Pursuits						
	d) Use of force						
466.	The system includes a checkmark field to identify a case that is 'Garrity/Reverse Garrity given'						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Extra]	Detail						
467.	The vendor shall provide a system to support the assignment of off-duty officers to outside details.						
468.	The system shall record information including:						
	a) date and time (defaulting to current time) of detail creation						
	b) job # (system assigned sequential number)						
	c) company name						
	d) company phone number						
	e) company address						
	f) caller's name						
	g) date of detail						
	h) day of week of detail						
	i) Number of officers needed for detail						
	j) hours of detail						
	k) location of detail						
	l) special instructions for detail						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Extra l	Detail						
	m) rate of detail – rates are subject to change.						
	n) job type of detail (e.g. construction, night club, miscellaneous and more user-defined job types)						
	o) Cruiser (Yes or No)						
469.	The system shall provide a weekly report by job type, with totals for the following:						
	a) unfilled details						
	b) details filled by officers						
	c) details filled by reserves						
	d) details filled by sheriffs						
470.	The system shall provide a weekly report listing the following:						
	a) Officer's name						
	b) Regular detail hours worked						
	c) Overtime detail hours worked						
	d) Supervisor detail hours worked						
471.	The system must determine overtime rate based on hours worked (overtime begins after 8 consecutive hours worked).						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Extra	Detail						
472.	The system must allow for unlimited rates of pay by category, e.g. extra detail, supervisor, Reserves, City Reserves.						
473.	The system must interact with a personnel scheduling system to prohibit scheduling an officer for a detail when they are already scheduled to work, unless overridden by the detail clerk.						
474.	A detail may be recorded for multiple days.						
475.	The system must have a waiting list of officers available to work a detail for a specific date.						
476.	The waiting list shall include times that the officer is available for the day.						
477.	The system shall allow officers to create a record for placing themselves on the waiting list, with date/time stamp for the record.						
478.	The list of available officers shall provide name, pager number, cell phone number, and wire line number.						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Extra l	Detail						
479.	The system shall maintain an hourly pay rate for off-duty hours worked for each employee, subject to change due to contracts.						
480.	A detail's work period may be partitioned in two sequential assignments staffed by different officers.						
481.	A historical record shall be made to record the date, time and number selected when a notification is made to fill the detail.						
482.	The system shall provide the capability to record the number of hours that the officer reports working for each specific job. Hours worked and dollars billed for any selected time period shall be retrievable by officer or vendor.						
483.	Hourly rate and surcharge must be able to be changed at any given time.						
484.	The system shall permit security for users to view only jobs and assignments.						
485.	The system shall permit security for users to modify, add or delete jobs and assignments.						

Record	Records Management Requirements-Police		N	U	F	M	Comments
Extra	Detail						
486.	A report shall be available that lists location, hours, number of officers, officer(s) name(s) and work order daily.						
487.	The system has an interface with SunGard HTE's payroll system.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Fleet M	Iaintenance						
488.	Provides the ability to automate the repair and maintenance of equipment and/or fleet on an organization wide basis.						
489.	Provide for a full featured Fleet Maintenance system that is fully integrated with the following:						
	a) Work order management						
	b) Computer aided dispatch						
490.	The ability to define maintenance schedules to be performed on assets and have work automatically initiated on the prescheduled times. Automatic work to be scheduled allowing, at a minimum, the following criteria:						
	a) A specific date						
	b) After a given period of time						
	c) After a number of miles						
	d) Combination of all of above						
491.	The ability to check the pending work status online on a vehicle when it is in the shop for other work.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Fleet N	Iaintenance						
492.	The ability to inquire on upcoming work on a vehicle.						
493.	The ability to track from a user maintained table the cause of work done, such as abuse, normal wear, vandalism, etc.						
494.	The ability to track all costs on a vehicle through its entire life cycle. These costs would include, but not be limited to:						
	a) Fuel costs						
	b) Labor costs						
	c) Material costs						
	d) Equipment costs						
	e) Miscellaneous costs						
	f) Purchase costs						
	g) Depreciation costs						
	h) Improvement costs						
495.	The ability to keep lifetime detailed history of all work and costs on a vehicle.						
496.	The ability to define site custom work codes.						

Recor	ds Management Requirements-Police	Y	N	U	F	M	Comments
Fleet 1	Maintenance						
497.	For each vehicle maintain the following general and financial information:						
	a) Vehicle number						
	b) Description						
	c) Department assigned						
	d) Year						
	e) Location						
	f) Model						
	g) Serial number						
	h) Acquisition date						
	i) Type of acquisition						
	j) Cost						
	k) Remarks						
	l) Purchase order number						
	m) Purchase order date						
	n) Maintenance contract						
	o) Lease contract						
	p) Manufacturer						
	q) Dealer						

Record	s Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Fleet M	Iaintenance						
	r) Last transfer date						
498.	Allow for the storage and maintenance of detail vehicle equipment information. This information is to include at a minimum the following detail:						
	a) Plate number						
	b) Fuel type						
	c) Service status						
	d) In service date						
	e) Out service date						
	f) Last inspection performed						
	g) Next inspection required						
	h) Latest mileage						
	i) Latest engine hours						
	j) Auxiliary engine detail						
	k) Ignition key number						
	l) General notes						

Record	Records Management Requirements-Police		N	$oldsymbol{U}$	F	M	Comments
Fleet N	Aaintenance						
499.	The system should maintain detail equipment specifications on each vehicle. This information must at a minimum contain:						
	a) Oil type/amount						
	b) Transmission oil type/amount						
	c) Transmission type						
	d) Engine type						
	e) Power steering fluid type/amount						
	f) Other information						
500.	The system must assist the foreman in the assignment of work.						
501.	Work can be evaluated and assigned in the following manners:						
	1) Priority order						
	2) Vehicle order						
	3) Date order						
	4) Combination of above						
502.	The system must track work activity by class, such as preventative maintenance, repair, rebuild, etc.						

Record	s Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments
Fleet M	Taintenance						
503.	Allow for an unlimited number of work class codes.						
504.	The system must track the number of complaints against a single problem or vehicle.						
505.	The system must track the number of responses against a single work order or complaint.						
506.	The ability to display and select detail of all work orders, in date order that has been performed against a specific vehicle.						
507.	The system must track warranty contracts on all assets and notify users of warranty conditions when work is to be performed.						
508.	Provide the ability for equipment users to report vehicle problems online.						
509.	Provide the ability to track the employees that have worked on a vehicle.						
510.	Allow work orders to be printed in either a centralized or decentralized manner.						

Record	Records Management Requirements-Police		N	U	F	M	Comments
Fleet I	Fleet Maintenance						
511.	Notify a user entering a work order if the work being entered has already been entered/processed by another user or at a different time.						
512.	The system allows users to use solid state wireless devices to perform data entry, directly into the database within 500 feet of the Garage Office.						

Record	Records Management Requirements-Police		N	U	F	M	Comments
Integr	Integrated Document Imaging System						
513.	The system includes the ability to scan, store, print and fax documents.						
514.	The system includes the ability to scan virtually any kind of document.						
515.	Scanned images are available through LAN network.						
516.	The security of scanned images is fully integrated with system security.						
517.	The system includes an option to block out areas from view/print.						
518.	The scanned images are associated with the respective case number, property number or subject's ID number and may be viewed within the RMS application.						

Recor	ds Management Requirements-Police	Y	N	U	F	М	Comments
NCIC	/State Interface						
519.	Allows single workstation hot key access to NCIC/State terminal sessions.						
520.	Capable of operating at multiple stations.						
521.	Security controlled by user levels.						
522.	Capable of accessing all windows printers.						
523.	Single entry capable (creates NCIC/State entries from regular database screen operations).						
524.	Function key access to view NCIC/State responses, in addition to viewing in a separate window.						
525.	Captures NIC # in database for stolen property.						
526.	Interface includes an option to enter a name which returns all vehicles registered to the name (from the State's Vehicle Registration System). This function is available from an in-house desktop computer or from a Mobile PC.						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
NCIC	NCIC/State Interface						
527.	Interface includes an option to enter a VIN Number which returns any vehicle registered from any state in New England to the name. This function is available from an in-house desktop computer or from a Mobile PC.						
528.	Interface includes an option to enter a plate number, which returns the vehicle registration and the driving history of the vehicle's owner (from the State's Vehicle Registration System). This function is available from an in-house desktop computer or from a Mobile PC.						
529.	Interface includes an option to enter a hull number from a boat, which returns the boat registration (from the State's Vehicle Registration System). This function is available from an in-house desktop computer or from a Mobile PC.						
530.	If any user gets a hit for a stolen motor vehicle, from NCIC records, dispatchers are automatically notified of a stolen motor vehicle hit. This function is available from an in-house desktop computer or from a Mobile PC.						

Record	Records Management Requirements-Police		N	\boldsymbol{U}	F	M	Comments
NCIC	/State Interface						
531.	The NCIC system in integrated with a Boot List. Whenever a plate is entered into the system, an automatic check against the boot list is performed to see if the vehicle should be booted (Denver Boot).						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Incide File	nt Based Reporting System (UCR/NIBRS)						
532.	This file must document the date, time, location, and data related case numbers to an offense and the disposition of the case. It includes the status of any involved person, vehicles and/or property.						
533.	This file must generate a monthly NIBRS report in the latest format set forth by the FBI and the State.						
534.	The system must provide the required administrative data elements and have the ability to add more should the State & FBI require more information:						
	a) ORI Number						
	b) County						
	c) City/Town						
	d) Agency Incident Number						
	e) Incident Date/Time						
	f) Occurrence Report Indicator						
	g) Exceptional Case Clearances						
	h) Exceptional Clearance Date						

Record	ls Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Incide: File	nt Based Reporting System (UCR/NIBRS)						
	i) Geo-code						
	j) Hour Occurred						
	k) Assist ORI #						
	1) Incident Complete Indicator						
535.	The system must provide the required offense data elements:						
	a) ORC Offense Code						
	b) Offense Attempted/Completed						
	c) Larceny Type						
	d) Suspected of Using						
	e) Location Type						
	f) No. of Premises Entered						
	g) Method of Entry						
	h) Method of Operation						
	i) Type of Activity						
	j) Weapons Type						
	k) Offender Seq. #						
	l) Race						

Record	Records Management Requirements-Police		N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Incident Based Reporting System (UCR/NIBRS) File							
	m) Age						
	n) Sex						
536.	The system must provide the required property data elements:						
	a) Type of Property Loss						
	b) Property Description						
	c) Property Value						
	d) Date Recovered						
	e) Number of Stolen Motor Vehicles						
	f) No. of Recovered Motor Vehicles						
	g) Suspected Drug type						
	h) Estimated Drug Quantity						
	i) Type of Drug Measurement						
537.	The system must provide the required victim data elements:						
	a) Victim Sequence Number						
	b) Victim Offense Link						
	c) Victim Type						
	d) Age						

Y	N	U	F	M	Comments

Record	ls Management Requirements-Police	Y	N	$oldsymbol{U}$	F	M	Comments	
Incide: File	nt Based Reporting System (UCR/NIBRS)							
538.	The system must provide the required Offender data elements:							
	a) Offender Sequence Number							
	b) Gang Affiliation							
	c) Type Weapon/Force Used							
	d) Age							
	e) Sex							
	f) Race							
	g) Hair Color							
	h) Eye Color							
	i) Height							
	j) Weight							
	k) Scars, Marks, Tattoos							
	l) Business/Employer: Name, Address and Phone							
539.	The system must provide the required Arrestee data elements:							
	a) Arrestee Sequence Number							
	b) Arrest Transaction Number							

Records Management Requirements-Police	Y	N	$\boldsymbol{\mathit{U}}$	F	M	Comments
Incident Based Reporting System (UCR/NIBRS) File						
c) Arrest Date						
d) Arrest Type						
e) Multiple Arrestee Segments						
f) Indicator						
g) ORC Arrest Offense Code						
h) Arrest Larceny Type						
i) Arrestee was Armed with						
j) Was Federal Agency Involved						
k) Gang Affiliation						
l) Age						
m) Sex						
n) Race						
o) Hair Color						
p) Eye Color						
q) Height						
r) Weight						
s) Scars, Marks, Tattoos						
t) Resident Status						

Record	ls Management Requirements-Police	Y	N	U	F	M	Comments
Incide File	nt Based Reporting System (UCR/NIBRS)						
	u) Arrestee Disposition						
	v) Business/Employer: Name, Address and Phone						
540.	The system is capable of producing New Hampshire-compliant UCR or NIBRS reports, with data entry done for NIBRS only.						
541.	The system is certified for compliance with the State of New Hampshire NIBRS requirements.						
542.	Data entry for NIBRS and UCR reports is built into the system and requires no redundant data entry of required elements.						

VIII. GENERAL SYSTEM REQUIREMENTS

- 1. Police and Fire will be sharing a CAD system. Most users will be required to see only their appropriate dispatched and stacked items. There will be minimal cross viewing of data. Security in this area is imperative.
- 2. Police and Fire will **not** be sharing their RMS information.
- 3. The proposed system must allow for the sharing of CAD information, when appropriate, through security, but the total separation of RMS information. Please describe how this will be accomplished with the proposed system. Can the system be set up to have a shared server for CAD and two separate servers for the two RMS applications? Does it have to be set up that way?
- 4. Describe how the system can be configured to create a high availability system for real-time disaster recovery. The backup emergency center, where the redundant servers will be located, is connected via fiber optics. It is anticipated that there will be no operational interruptions should a problem occur with the current system, to include ALL in-house applications as well as mobile applications
- 5. Please provide server specifications along with service software requirements, and redundancy plans and setup.

IX. VENDOR HISTORY AND REFERENCES

Provide a vendor history including any major acquisitions of other companies. Provide a history of the application(s) including original and subsequent owners of the application(s) if originally purchased versus developed in-house.

In addition to providing a complete customer list for the proposed applications, please indicate the length of time they have been customers. Include a list of a few customers that have had recent issues that we may contact directly to discuss those issues.

List, below, those customers, cities or towns of similar size, to whom you have supplied the same or similar software and hardware as proposed.

Municipality Address Contact Name Telephone & Email

X. ACCEPTANCE CRITERIA

The City reserves the right to reject the items delivered under this contract as not conforming to the specifications unless the following performance criteria are met:

The proposed equipment and software must perform in accordance with the Contractor's specifications. The equipment and software shall not be considered ready for use until the Contractor(s) provide(s) the City with the documentation of a successful system audit performed at the site which demonstrates that the equipment and software meets the specifications.

A. <u>Standard of Performance and Acceptance of Application Software</u>

This section establishes the standard of performance which must be met before the application software is accepted by the City.

- 1. Standard of performance, defined:
 - a) The software performs according to vendor specifications, as set forth in this proposal.
 - b) All system configurations, including tables set up, is completed.
 - c) All data conversion is completed to the satisfaction of the Director of Information Services.
 - d) All proposed system interfaces are in place and demonstrated to be working.
 - e) The software is brought into active production usage.
 - f) The software does not crash (excluding hardware failures), does not lose or corrupt data, and responds as documented to all user commands.
- 2. The performance period shall begin when the Vendor notifies the City that all of the requirements above in item X.A.1 have been completed and shall end when the software product(s) has/have met the standard of performance for a period of thirty (30) consecutive days without exception.
- 3. In the event the application software does not meet the standard of performance during the initial thirty (30) consecutive days, the standard of performance test shall continue on a day-by-day basis until the standard of performance is met for a total of thirty (30) consecutive days.
- 4. If the application software fails to meet the standard of performance after one hundred twenty (120) calendar days from the installation date, the City may reject the application software and this contract may be terminated at the option of the City.
- 5. If the failure of the application software is the result of the failure of equipment or system software which originated from sources other than

the application software Contractor, then the Standard of Performance Period shall be interrupted during the period required to restore the equipment or system software to operability and shall resume as soon as operations are restored.

B. Standard of Performance and Acceptance of Equipment

This section establishes a standard of performance which must be met before equipment is accepted by the City. This also includes replacement, substitute equipment and equipment which is added.

- 1. The performance period shall begin on the installation date and shall end when the equipment has met the standard of performance for a period of thirty (30) consecutive days by operating in conformance with the Contractor's published technical test specification, applicable to the type of equipment or as quoted in any proposal, at an effectiveness level of ninety nine point nine percent (99.9%) or more.
- 2. In the event the equipment does not meet the standard of performance during the initial thirty (30) consecutive days, the standard of performance test shall continue on a day-to-day basis until the standard of performance is met for a total of thirty (30) consecutive days.
- 3. If the equipment fails to meet the standard of performance after one hundred twenty (120) calendar days from the installation date or certified ready for use date, whichever is later, the City may, at its option, requests a replacement or terminate the order in accordance with this Contract.
- 4. The effectiveness level for a system is computed by dividing the operational use time by the sum of that time plus system failure down time.
- 5. The effectiveness level for an added, substitute or replacement machine is a percentage figure determined by dividing the operational use time of such equipment by the sum of that time plus downtime resulting from equipment failure of such equipment being tested.
- 6. Operational use time for performance testing for a system is defined as the accumulated time during which the central processing unit is in actual operation including any interval of time between the start and stop of the central processing unit, but shall not include system failure downtime.
- 7. Operational use time for performance testing for a equipment added, substitute or replacement equipment is defined as the accumulated time during which such equipment is in actual use.
- 8. System failure downtime is that period of time when it is not possible to continue to run the program (the program being processed at the time of equipment failure) on equipment immediately after equipment failure of part of the system, except that failure of remote terminals/PCs shall not constitute system failure downtime.

- 9. During a period of system downtime, the City may use operable equipment when such action does not interfere with maintenance of the inoperable equipment as determined by Contractor's maintenance personnel. The entire system will be considered down during such periods of use.
- 10. Downtime for each incident shall start from the time the City contacts the Contractor's designated representative at the prearranged contact point until the system or equipment is returned to the City in proper operating condition.
- 11. During the performance period for a system, a minimum of 336 hours of operational use time with productive or simulated work will be required as a basis of computation of the effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when in excess of the minimum of 336 hours. In scheduled operational use time, during the performance period, provisions shall be made for preventative maintenance. Preventative maintenance time shall be excluded from the effectiveness level computation.
- 12. The Information Systems Department shall maintain appropriate daily records to satisfy the requirements of this performance test and shall notify the Contractor in writing of the date of the successful completion of the performance period.
- 13. Equipment shall not be accepted and no charges shall be paid until the standard of performance period has been met.
- 14. Operational use time and downtime shall be measured in hours and whole minutes, but shall not include any time other than during scheduled operational use time except that all time spent by the contractor's maintenance personnel in repairing inoperable equipment shall constitute downtime. Scheduled operational use time shall be twenty four hours a day 7 days a week unless the Customer notifies the Contractor in writing of a different period for scheduled operational use time at least thirty (30) days prior to the installation date, or unless otherwise mutually agreed upon.
- 15. Should it be necessary, the Department may delay the start of the performance period, but such delay shall not exceed thirty (30) consecutive days; therefore, the performance period must start not later than the thirty-first (31st) day after the installation date.
- 16. If a system failure is the failure of programming aids which originated from sources other than the equipment Contractor or if system failure is the result of the failure of connected equipment which is not maintained by the equipment Contractor or under warranty from the Contractor, the Contractor shall be paid for the services of its maintenance personnel at its then current time and material rates.

XI. PRICING EXHIBITS

A. <u>PRICE DATA (Application Software)</u>

1. Price Data Format

All proposals must contain the following Price Data for application software: Cost of the package, or the monthly license fee and any other charges which may be incurred, including support, machine time necessary for the Contracting organization to test and install the system, and/or expenses incurred for travel, subsistence or reproduction of documentation, training, etc. No special charges, taxes, or other burden can be imposed on the City by the Contractor in connection with the sale of the proposed software unless these charges are identified and incorporated in the contract. The Price Data must be presented in similar form and contain the information as illustrated in format below.

PRODUCT CODE	DESCRIPTION	COST
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TOTAL COS'	Γ

- Note 1:Cost must identify a onetime cost, purchase price, monthly lease and options. Use cost column headings which best conforms to your company's method of supplying software.
- Note 2:Briefly describe your various financial plans and the advantages of each.
- Note 3:Include itemized costs associated with necessary customizations.
- Note 4:Do not include conversion costs here. See item XI.B below.

2. <u>Optional Software/Services</u>

If the Bidder <u>desires</u> (not required), specify any additional software and/or services not included in the proposal which could be applicable. Each enhancement/option should include Product Code, Description and Cost.

<u>PRODUCT CODE</u> <u>DESCRIPTION</u> <u>COST</u>

В.	PRICE DATA	(Conversion))
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1. <u>Price Data Format</u>

PRODUCT/SERVICE CODE	<u>DESCRIPTION</u>		<u>COST</u>
		TOTAL COST	

C. PRICE DATA (Maintenance)

1. Price Data Format

All proposals must contain the following Price Data for application software maintenance. The Price Data must be presented in similar form and contain the information as illustrated in format below.

<u>PRODUCT CODE</u> <u>DESCRIPTION</u> <u>COST</u>

TOTAL COST	Γ

- Note 1 The base monthly maintenance cost will be for the Principal Period of Maintenance.
- Note 2 Specify the warranty period for each component.
- Note 3 Cost must identify a onetime cost, monthly cost, annual cost, etc. Use cost column headings which best conforms to your company's method of supplying maintenance.
- Note 4 Briefly describe your various maintenance plans and the advantages of each.

D. <u>PRICE DATA (Hardware and System Software)</u>

(NOTE: This section is optional. If the proposed system runs on a standard Microsoft platform or the Bidder, as a general rule, does not provide hardware or system software, this section is not required. Basic system requirements, however, are required as part of Section VIII. <u>GENERAL SYSTEM REQUIREMENTS</u>.)

1. Equipment Identity

Information for each hardware component, including all special devices and features recommended, should include Item Number, Description, Quantity, Unit Cost and Total Cost. Excluded items not sold by the Bidder, however, should be indicated if they are necessary for the equipment to be operated. Communication adapters or controllers required for all sites should be indicated whether or not such items are available from the equipment Bidder. All cabinetry and cables must be included.

- Note 1 A Bidder proposing equipment for which he is not the original supplier must identify the original supplier of each item. Also include the original vendor's name, model and description if different than the name, model and description used by the Bidder.
- Note 2 Information related to power requirements for all proposed equipment should be included and show total KVA requirements.

2. Optional Equipment

If the Bidder <u>desires</u> (not required), specify any additional hardware not included in the proposal which could be applicable when and if the City adds equipment to the system; for example, fast peripheral devices, fixed head or removable Disks, future products. Each hardware component, including special devices and features proposed, should include Item Number, Description, Quantity, Unit Cost and Total Cost.

3. Additional Costs

Specify costs for supplies and associated items such as additional disk and magnetic media.

4. Price Data Format

Cost of the hardware and system software, or the monthly license fee, freight, installation, training, and any other charges which may be incurred, including support and or expenses incurred for travel, subsistence or reproduction of documentation, etc. The Price Data should be itemized wherever possible. The Price Data must be presented in similar form and contain the information as illustrated in the format below.

	PROPOSED SYSTEM
ITEM NUMBER DESCRIPTION	QUANTITY UNIT COST TOTAL COST
	TOTAL COST
	DISCOUNT
	NET TOTAL COST
	OPTIONAL EQUIPMENT
ITEM NUMBER DESCRIPTION	QUANTITY UNIT COST TOTAL COST
	TOTAL COST
	DISCOUNT
	NET TOTAL COST
	ADDITIONAL COSTS
ITEM NUMBER DESCRIPTION	QUANTITY UNIT COST TOTAL COST
	TOTAL COST
	DISCOUNT
	NET TOTAL COST
Note 1	Cost must identify a onetime cost, purchase price, monthly lease and options.
Note 2	If you offer a discount to the City, show the discount in the "DISCOUNT" field and show the net cost in the "NET TOTAL COST" field. Any conditions which must be met to qualify for discounts afforded must be explicitly defined.
Note 3	Briefly describe the various financial plans available and the advantages of each.

XII. GENERAL EXHIBITS

A. CITY OF MANCHESTER TOWING CONTRACT

(Double click on Acrobat Document link below to see entire contract.)



City of Manchester, New Hampshire Proposed Articles of Agreement For the Towing of Motor Vehicles

Article 1-Purpose of the Agreement

The purpose of this agreement is to enter into a two (2) year non-exclusive agreement with a term commencing on December 14, 2004 and ending on December 14, 2006 for the towing of vehicles, at the request of the City. The City shall be the sole determinant in the award of the contract to the Contractors that meet all the minimum evaluation criteria. The City estimates 4000 tows per year. The Volunteer Independent Contractors shall maintain itemized records of all tows and storage fees charged under this contract. Members of the Manchester Police Department Traffic Division may inspect those records at any time. All administrative fees (five dollars per vehicle, see the section Snow Emergency for those specific fees) due to the City under this contract shall be rendered within 20 calendar days of the date of billing by the City. Failure of the contractor to pay the administrative fees by the 20th calendar day will result in the immediate suspension of the contractor from this agreement. Once payment is made, contract performance may be resumed. A second failure to pay will result in the termination of the contract. Services are to be provided on a twenty four (24) hour basis 365 days a year.

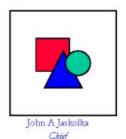
Article 2- Scope of Services

A). The contractor shall supply all labor, materials and equipment to remove any motor vehicle, so ordered towed, from the City streets to a storage place. The contractor shall have a place of business within the City of Manchester. The City shall also be provided with the names and address of all sons or entities that have ownership or equity interest in the Contractor. The City at its sole discretion may waive this requirement.

The place of business for the towing service shall include a posted enclosed impound area within the City. Such impound area must be completely enclosed by such a design that a person would reasonably believe that entering into the enclosed area would constitute trespassing. Such lots shall have the capacity for 20 vehicles. The lot shall be posted in accordance with NH RSA 635:4 and signage consistent with RSA 635:4.

- B). All services are to be performed in a safe manner and shall conform to Federal State and Local laws.
- C). The agreement may be terminated at any time, if in the sole opinion of the City, the Contractor has failed to fulfill its responsibilities as expressed in this agreement.

B. ABANDONED VEHICLE LETTER



City of Manchester

Police Department

Ralph Miller Public Safety Center
351 Chestnut Street Manchester, New Hampshire 03101-2294
(603) 668-8711 Business Phone
(603) 668-8941 Main Fax
(603) 628-6137 Administrative Offices Fax

Commission

James A. McDonald, Sr. John J. Tenn Nury Marquez Thomas D. Noonan Calvin T. Cramer

Deputy Chiefs

Richard P. O'Leary Glenn S. Leidemer Gary T. Simmons Executive Secretary Kim Demers

«LtrDate»

«FirstName» «LastName» «Address 1» «City», «State» «PostalCode»

Dear «Title» «LastName»,

A vehicle which is listed to you, and was parked in violation of Chapter 70.72 of the City of Manchester Code of Ordinances, and/or NH RSA 262:32, has been towed by authority of the Manchester Police Department. (Abandoned Vehicle)

The vehicle described was towed from: «TowedFrom» On: «TowDate»

By: «TowCompany» Case #: «CaseNo»

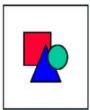
Plate #: «Plate» Year: «VehYear» Make: «Make» Model: «Model»

By City Ordinance, Chapter 70.73, and NH RSA 262:33, you are responsible for any towing and storage charges. It is, therefore, incumbent upon you to notify the above wrecker company and take care of this matter as soon as possible. <u>Failure to resolve this matter may result in the loss of your license and or registration as provided in RSA 263:56 and 261:179</u>

If you have any questions regarding this letter please contact the Manchester Police Department Traffic Division at 668-8711 Ext. 349.

Sincerely,

Michael Hurley Traffic Investigator



A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY

Internet: manchesterpd.com

E-mail: manchesterpd@grolen.com

C. ANI/ALI TRANSFER SPECIFICATIONS

NH Bureau of Emergency Communications

The following is the specification necessary to interface with NH Bureau of Emergency Communications Enhanced 9-1-1 System.

ANI/ALI Transfer Specifications:

Protocol: TCP/IP Port: 701

Data: ASCII (Plain Text)

Size: 995 Bytes

Transfer Details:

The computer Aided Dispatch (CAD) software utilized By the NH Bureau of Emergency Communications (NHBEC) connects to the remote software on port 701. Upon a successful connection the ANI/ALI buffer is sent. The remote software should acknowledge successful transfer by returning an ACK message (ASCII character 6 followed by a null character). If a problem occurred and a resend is needed, the remote software should return a NACK message (ASCII 21 followed by a null character). The NHBEC system will wait 3 seconds for a return response. If a timeout occurs, a software transfer will be assumed.

ANI/ALI Buffer Details:

The buffer sent by NH Bureau of Emergency Communications (NHBEC) is taken directly from CAD Interface unit (CIU) of the Customer Premise Equipment (CPE). The CPE hardware and the database provider define the layout of the buffer. The buffer begins with a Start-of-Text character (ASCII 2) and ends with an End-of-Text character (ASCII 3).

D. <u>COMPLAINT FORM</u>

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-	The State of New Hampshire	Do	
	COMPLAINT	Docket #	-
,		#	
	DOMESTIC VIOLENCE RELATED		
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	YOU ARE HEREBY NOTIFIED TO APPEAR BEFORE SAID COURT		
	ATO'CLOCK IN THE AM/PM ONYR. UNDER PENALTY OF LAW TO ANSWER TO A COMPLAINT CHARGING YOU WITH THE FOLLOWING OFFENSE:		
	TO THE COURT, COUNTY OF		^
	THE UNDERSIGNED COMPLAINS THAT: PLEASE PRINT		
Ü	NAME Last Name First Name MI		$\hat{}$
	Address State Zip		$\overline{}$
_	DOB OP. LIC.#		
	WRITE OUT:		$\hat{}$
6	Sex Race Height Weight Color of Hair Color of Eyes	•	1711
Source4 (781) 297-3770	☐ COMM. VEH. ☐ COMM. DR. LIC. ☐ HAZ. MAT.		^
(i) C	AT(Location) A.M.		$\overline{}$
8	ON THE DAY OF YR at P.M.		
Source	on/at in said county and state, did commit the offense of		^
_	contrary to RSA		_
Ç	and the laws of New Hampshire for which the defendant should be held to	•	13
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	against the peace and dignity of the State.		_
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	Complainant Dept.		r.
$\overline{}$	Personally appeared the above named complainant and made oath that the above complaint by him/her subscribed is, in his/her belief, true.	;	^
_	DATE Justice of the Peace		_
578	ACC 103A-045 7/00 COURT COPY		

E. <u>GUN PERMIT FORM</u>

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ARATE				Date	BANK II
C. (603) 6		In accordance with C or Revolver is issued	Chapter 159 of New Hampshire Revised Statutes Annotate d to the Following Individual	d 1955, as Amended 1979, a License to Carry a Pistol	
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F. ARREST PROPERTY FORM

	Case # Booking Officer					Date		
Defendant			. 4	DOB		MNI #		Hair
Transport Vehicle	e/Officer		Probation () Yes	Parole () No	Probation Office	er	Notif	ied By/Time
Comment on: Ge	eneral Hea	Ith, Medication			l servations, Defor	mities, Traum	a, Bruises, La	cerations
Summary - Misce	ellaneous	Information						
Searched by			Cell C	Checked I	by/Locked up by		Cell/Loci	ker#
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WHITE-Master File - YELLOW-Record Division File - PINK-Detective Division File - GOLD-Juvenile Division File

UCR-106S REV. 4/03

G. NHSP S&T FORM F

Manchester Police Department FORM - F
Manchester, NH - 2004 -

NH POLICE STANDARDS & TRAINING COUNCIL ANNUAL FIREARM CERTIFICATION NOTIFICATION FORM "F"

To Comply with Pol 404.03 (a) and (b) of the NH Police Standards & Training Council rules, each officer permitted by a law enforcement agency to carry a firearm, must annually complete a minimum basic firearms safety and familiarization course prescribed by the Council and conducted by a by a council-approved firearms instructor.

In accordance with Pol 404.04 (a) a completed Form "F" must be submitted to the NH Police Standards & Training Council no later than 30-days after the conclusion of each calendar year, signed by qualifying instructor, assistant instructors, and agency head. This form may be reproduce if necessary.

Documentation of course of fire, individual score, type ammunition, caliber of weapon(s), and range and classroom instructor(s)' names should be retained by each reporting agency for a period of five years.

NAME	SSN	TYPE OF TRAINING	DATE PASSED
Smith, John	033502253	Range Classroom	04-26-04 06-23-04
Smith, Samuel	033502253	Range Classroom	04-26-04 06-23-04

H. NH ACCIDENT FORM

-	Please Print or Type (Single Space) TO BE COMPLETED AND FILED WITHIN 15 DAYS Sheet of Sheet(s)																			
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	CITY	TOWN					STATE 2	ZIP COD	E	CITY / TOWN					STAT	TE ZIP (ODE			ic.
	INSUR	ANCE (CO. & P	OLICY :	F.			OR	DSMV 385 ISSUED	INSURANCE	CO. & PC	O∐CY #				О		SMV 38 SUED		
	VEHIC		BY:				TO:			VEHICLE	BY:				TO:					
REF.	TOWE	27	28	29	NAME	(S) OF O	CCUPANTS	or w	ITNESSES	TOWED	DRESS	S/ PHO	NE				30	31	32	33
1						0. 50														
2		\dashv														+	\dashv		\dashv	
3																				
4		-															\dashv		\dashv	
5		-														\dashv		\dashv	\dashv	
																			\dashv	
6																				

UNIT NO.	Rear Passing Lt. Turn	Intersection	UNIT NO.
INDICATE PROBABLE POINT OF IMPACT	Passing U. rum	_ _	INDICATE PROBABLE
16. Undercarriage 17. Rollover 12. 11. 10. 10. 17.	Rt. Turn Rt. Turn Head-On		per 15
18. Fire / Explosion	Rt. Turn Rt. Turn Head-On	13 June 14 UE	16. Undercarriage 17. Rollover
19. Total	5 6 7	8	 Fire J Explosion Total
Circle numbers indicating areas damage	Indicate Vehicle Numbers On Arrows Above	Circle nur	nbers indicating areas damaged
ACCIDENT SKETCH			
Indicate North			
By Arrow			
	GIST OF ACCIDENT		
SIGNATURE OF INVESTIGATING OFFICER	, ,	DATE OF REPORT	REVIEWED BY
DEPARTMENT/DIVISION/TROOP		PHOTOS TAKEN	
		YES NO BY:	

I. NH ACCIDENT SUPPLEMENTAL FORM

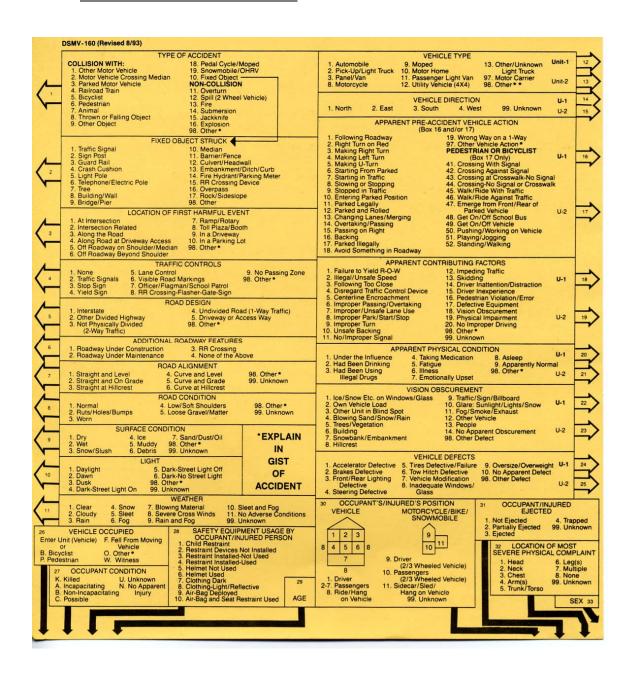
Manchester Police Department Traffic Division TRAFFIC ACCIDENT REPORT Supplemental Information

CASE NO.	INVESTIGATING OFFICER OFFICER'S NAME	ID #	TOWN MANCHESTER	Report DATE	TIME OF REPORT Report TIME
LOCATION OF ACCIDENT ACCIDENT LOCATION		-		ACCIDENT DATE ACC. DATE	ACCIDENT TIME ACC. TIME

REVIEWED BY	DAGE 1 OF 1 DAGES	SIGNED	DATE
	PAGE 1 OF 1 PAGES		

ACCIDENT SUPPLEMENT NH Accident Supplemental Form.doc

J. ACCIDENT TEMPLATE FORM



K. <u>BICYCLE PERMIT FORM</u>

BICYCLE	CITY OF MANCHESTER, N.H.	REGISTRATION	
REGISTRATION NUMBER		SERIAL NUMBER	
NAME(LAST)	(FIRST)	(MIDDLE)	
ADDRESS		<u> </u>	
MAKE	COLOR	VALUE	
ISSUED		zing Signature	
	long as bike is owned by registrant.		
3. If the plate is damaged,	MUST BE REMOVED & the bike re-registered b mutilated and illegible, the bike shall be re-regis ow - Serial) — (Blue - Decal No.) — (Green - f	tered at the owners expense.	

L. **DAILY BULLETIN FORM.**

05-013	PAGE # 1	POLICE BULLI	ETIN January 13, 2005
<u>Unit 1-2:</u>			
Found Prope	rty 05-2939	Ballard Dr	20" x 20" Gry steel safe found
Unit 1-3:			
Theft	05-2950	2453 Vil Cir Wa,A1	1 Wallet stolen from vehicle
Mischief	05-3096	3753 Kimball St, A7	Paint balls shot at windows
Unit 1-4:			
Robbery	05-3056	2023 Hanover St	Victim accuses George Debritto 072654 of using fear to gain money
Unit 2-1:			
Theft	05-1923	13582 Elm St,A1	Wallet stolen
Unit 2-5:			
Burglary	05-2970	4056 Belmont St.A6	No force/Rent money(\$500) stolen
Burglary Atte	mpt 05-2923		Subject attempted to pry screen/ scared off by tenant/no description
Theft	05-3082	6259 Spruce St,3rd	Cash stolen from purse
Unit 3-3:	0.707.0707.0707.0		WENTER OF THE PROPERTY OF THE PARTY TO THE P
House Fire	05-2944	338 Maurice St	Fire started in basement/suspect is 10 year son of home owner

Released VSJ:

- **Jackson, Miller 052463 429 Hanover St ... Stalking/ Bailed.
- ***Morro, Robert 101561 Theft By Deception/ Bailed.

- Stolen Firearm:

 ***(Pembroke PD) .25 Cal Lortin Manufacturing Co Inc Ser # 220272.

 ***(New Durham PD) .38 cal Smith & Wesson Ser # 8FL8203.

BOLO/CKCOND:

For Gilmanton PD-Normand, Nancy 021752, 502/180, bro/bro, operating (NH) 1845087 a gold Saturn, she was last seen in Manchester yesterday (01/11). Had left a note at her residence referring to suicide, unk means. Was recently released from the State Hospital. If seen, ck cond and notify Gilmanton. Use caution as she may be combative.

Officer Attn:

ATL a Kathleen McDonald 071181 who is enroute to the Lincoln St area from Hudson. She is operating an older model Jeep Cherokee color gray with no plates on same. Subject is despondent and may attempt suicide by taking pills. If located contact Hudson PD.

Wanted Person:

***Smith, John 072370 W/M,507/245,Blu/Bro... LKA Woodclet Ave,Freeport,NY... Non Support

⁽HCSO)
***Jones, Sam 122484 W/M,504/128,bro/bro...LKA 7 Main St,Goffstown...Burglary and Falsifying

^{***}Park, Debra 110859 38 L Scenic Dr. Derry,NH Disobeying PO,Oper @ Suspension... Bailed.

^{***}Lindows, Mack 010778 W/M,600/190,Blu/Red...Theft.

^{***}Channell, Less 011670 WM,511/200,Blu/Bro...LKA 863 Western Av,Berlin...Theft (HCSO)

^{***}Ferdinand, Dick 121561 W/M,507/170,Bro/Blk... Sale of Narcotic Drug.

^{***}Johnston,Mark 021380 W/M,602/160,Bro/Bro...LKA 44 Pleasant St,Greenville...Crim Threat...(HCSO)

^{***}Dickerson, William, 111685 W/M,511/193, haz/bro... LKA 21 N Emerson Dr,Concord... (Hooksett PD)

Cancel Wanted:

***Ng, Tron 081674 (HCSO)

^{***}Kristopher, Jackson 041968 25 Laval St... Dom Assault/ Bailed.

Missing Juvenile:

***Marston, Judy 032590, WM, 508/140, bro/bro. LSW camofl pants, blk boots,blk windbreaker.

05-013 PAGE # 2 POLICE BULLETIN January 13, 2005

Special Attention:

- *** 301 Vinton St. ref peeping tom during evening hours.
- *** Nutfield Lane is being posted by the Highway Dept for paving tomorrow.
- *** 25 Lowell St between 0500 and 0800 someone stealing newspapers.
- ***Stop and Hold Unauthorized Use of a Motor Vehicle. Kristalynn Johnson or Amanda Nickerson same is (NH) Reg 1834458 a 1998 Dodge Stratus 4dr color white. If located contact Meredith PD.
- ***575 S Willow St (Willow Tree Mall) ref homeless subj's hanging out.
- ***454 Blevens Dr/Friday or Saturday mornings 0100-0400 house being egged 12 different weekends.
- ***McLaughlin School/290 S Mammoth Rd ref someone paintballing windows.
- ***1480 Lake Shore Road. Owner of house (Christina Trombly) is in the Hospital for a lengthy stay. May be a Bill Trombly (Plumbing & Heating) at the house or Ray Lessard (father). If any problems call Ray at 494-5107. Off. Grugan
- ***253 Eve St. Received a complaint of criminal mischief to the above area during the early mornings. May be in retaliation to son there is a witness in a 2nd Degree Assault involving Daniel Cheney, Edward Kardos and Kyle Raymond. Possibly the witnesses information was published in Saturdays Union Leader story. Thanks. Tim Craig
- ***204 Prospect St. Request special attention to the address do to the victims name and address where in Saturday Union Leader in reference to the recent arrest(s) of Daniel Cheney, Edward Kardos and Kyle Raymond for 2nd Degree Assault. Father of victim is concerned of retaliation for the arrest(s) of the three. Thanks. Tim Craig

XIII. PROPOSAL FORMAT

All proposals shall contain seven (7) Parts, as described below. *NOTE*: The term "Section" as referenced below applies to the sections in this Request For Proposals, while the term "Part" shall apply to the Vendor responses.

Part 1:General

A statement indicating the Bidder's compliance with Section I. <u>GENERAL TERMS AND CONDITIONS</u>; the Bidder's agreement to enter into a contract agreement consisting of the <u>PROPOSAL FORM</u>, as shown in Section XIV, together with such other clarifying (but not inconsistent) language as may be appropriate to the City and the successful Bidder; evidence of the authority of the office submitting the proposal on behalf of the corporation; and required bid security.

Part 2: General System Requirements

Information relating to the proposed system including all points specified in Section VIII. GENERAL SYSTEM REQUIREMENTS.

Part 3:System Features

Responses to the features, abilities, and functionalities specified in Section II. SCOPE OF SERVICES.

Part 4:System Questionnaire

Responses to the questions listed in Section V. <u>CAD REQUIREMENTS – FIRE AND POLICE</u>, Section VI. <u>RECORDS MANAGEMENT REQUIREMENTS - FIRE</u>, and Section VII. <u>RECORDS MANAGEMENT REQUIREMENTS - POLICE</u>. (Note: This part should also be provided electronically.)

Part 5: Vendor History and References

Response to the points listed in Section IX. <u>VENDOR HISTORY AND REFERENCES</u>.

Part 6: Pricing Exhibits

Pricing quotes organized as found in Section XI. PRICING EXHIBITS.

Part 7: Additional Vendor Information

This section should include any information not specifically requested which the Bidder believes would be of benefit to the City in evaluating the proposals.

XIV. PROPOSAL FORM

	PROPOSAL FORM	
·		
City of Manchester		
State of New Hampshire		
equipment, and services o (name)	vitation for proposals to furnish supplies the accompanying schedules, the unexpectation organized or a general proposal state of state of the time specified in the Request for	dersigned d and existing under
City of	ment, and supplies at the prices stated	Proposals, the opposite the
will, if required, execute a accepted and give bonds, performance of the Contra	otice of the acceptance of this proposal a form of contract in accordance with t with good and sufficient surety or sure act, and for payment for labor and mate bed forms are presented for signature.	he proposal as eties, for the faithful
Discount will be allowed	for receipt of prompt payment as follo	ws:
withincalendar da	ays,percent (%);	
withincalendar da	ays,percent (%);	
withincalendar da	ays,percent (%);	
completion and/or deliver or voucher properly certif	discount offered, will be computed from and acceptance at destination, or from a field by the Contractor is received if the acceptance and/or delivery acceptance	m date, correct date later date is later
	to <u>The City of Manchester</u> , <u>Informational St.</u> Manchester, New Hampshire.	on Systems
Delivery and/or completic date of notification by the	on to be made within	days from the

If the undersigned fails to perfo security, which is deposited wit	orm any of the promises made herein, the proposal the the
shall be paid to the City of Man will be enforced for the benefit	of the City of Manchester as liquidated damages for cosal security will be returned to the undersigned.
principals are named herein; an any other person, firm or corpor or indirectly interested in this p proposal is accepted he will corporate the proposal is accepted to the	clares that only parties interested in the proposal as d that this proposal is made without collusion with ration; that no officer or agent of the City is directly roposal; and he proposes and agrees that if this natract with the City in accordance with the nd Conditions as spelled out in this Sealed Proposal.
Dated, 19	
	Authorized Signature of Bidder & Title
	(please print or type name of Bidder & Title)
	Address
Full names and addresses of all as follows:	persons interested in this proposal as principals are
NAME	<u>ADDRESS</u>

XV. <u>SAMPLE CONTRACT</u>

The City of Manchester New Hampshire 03101

CONTRACT

Agreement made	, 19	_between the City of
Agreement made Manchester, a municipal corporation	of the State of New I	Hampshire, herein referred to as
'City", and	of (address)	, City
of	, County of herein referre	, State ed to as "Contractor".
For the considerations set forth herei	n, the parties agree as	follows:
1. (Contractor) Bidder, shall provide to the C services:	tity the following equi	g the lowest responsible ipment, material, supplies and
(G	eneral Description)	
with the proposal made by (C	Contractor) d Terms and Condition, whice	ns contained in Sealed Proposal h is hereby incorporated by
2. The City shall pay (Contractor set out in Contractor's Propos supplies, materials, equipmer (Contractor) claim for the amount due.	sal on delivery to and and and and services herein	described, and on filing by
3. The agreement shall be inope acceptance may be rendered if government regulation, or other controls.	impossible by reason	of fire, strike act of God,
4. This agreement shall be bind	ing on the assigns and	successors of the parties.

- SAMPLE -

- SAMPLE -

IN WITNESS WHEREOF, the parties have executed this a of execution)	
above written.	
Signature	
Typed Name	
Title	
City of Manchester	
Acknowledged by:	
Signature	
Typed Name	
Title	